

**Health Care Support Worker**

**Job Title - Enhanced Phlebotomist and Clinical Administrator**

**Do you want a new challenge? Would you thrive working in a busy team helping our patients get the best care we can give? If yes keep reading. We are looking for someone to help provide an enhanced phlebotomy service and administrative support for the management of chronic disease recall appointments and immunisation and screening services at Bowling Highfield Medical Practice**

**Introduction**

Bowling Highfield Medical Practice is a practice offering care to nearly 15,000 patients across 2 sites within BD4. Our patients will attend clinics either at Highfield Medical Centre (BD4 9QA) or Bowling Medical Centre (BD4 7SS). Our Highfield site is predominantly used for planned appointments such as Practice Nurse and Health Care Assistant appointments but you will get the opportunity to work across both sites to serve our patient population.

The Practice is forward thinking and is very keen to deliver high quality medical services. We have achieved the prestigious Quality Practice Award from the Royal College of General Practitioners and is rated “Good” by the Care Quality Commission (CQC). We operate on the System One Clinical System, use Arden’s template and have our own personalised templates to reduce paperwork and provide a streamlined system.

It is an exciting time for the practice and you will work alongside our Operations Manager, Nursing Team and Quality Improvement Lead to ensure the smooth running of our clinical services. We are willing to provide full training for the successful candidate.

Responsibilities will cover several areas such as:

Enhanced Phlebotomist:

* Collecting blood samples from patients for diagnostic and therapeutic purposes
* Sample Preparation - Properly labelling and storing blood samples before sending them to the laboratory for analysis.
* Patient Communication - Explaining the procedure to patients, answering questions, and reassuring them about the process.
* Documentation - Recording relevant information about the blood draw, including patient identification, sample type, and date of collection
* Equipment Handling - Properly handling and maintaining phlebotomy equipment, including needles, tubes, and antiseptic wipes.
* Safety and Hygiene - Adhering to strict infection control protocols and ensuring a clean and safe environment for patients and staff.
* Patience and Empathy: Ability to work with a variety of patients, including those who may be nervous or anxious.
* Complete urine analysis and following relevant procedures.
* Complete blood pressure checks and following relevant procedures.
* Complete low risk diabetic foot checks.
* Administering covid, flu and other similar vaccines in line with training.

Clinical Administrator

* Assist in operating a recall system for both due and overdue chronic disease, immunisation and screening recalls ensuring the Practice is maximising patient health care.
* Assist in the clinical coding of letters received to the Practice
* Maintain a familiarity with target-based requirements for patient health read coding and initiating follow up for missing procedures.
* Provide admin support for seasonal campaigns, manage appointments and notify patients
* Assist in the monitoring and maintenance of equipment and stock supplies within the Practice

The working hours for this role are 34 hours per week, Monday to Friday (practice is open 8-6pm and hours to be negotiated with the successful candidate).

In return for your hard work commitment Bowling Highfield Medical Practice can offer you some fantastic benefits: –

* Competitive Pay Rates
* Exciting development opportunities
* Excellent support and training
* Attractive holiday allowance
* Option to join the NHS pension scheme
* Supportive and friendly team

**We look forward to hearing from you soon.**

**Disclaimer**

Please note, you will be contacted by email throughout the recruitment process, so please check your emails, including your junk/spam regularly. We regret we cannot contact everyone who is not selected for an interview, therefore if you do not hear from us within 21 days after submitting your application, please assume you have not been successful on this occasion.