



The Alresford Surgery

Station Road

ALRESFORD

Hampshire

SO24 9JL

Telephone: 01962 732345

Dr Anna Cross

Dr Paul Webb

Dr Ben Saunders

Dr Marie Dodd

JOB DESCRIPTION

Practice Phlebotomist

RESPONSIBILITIES

Clinical

- To provide a high quality of patient/client care in conjunction with GPs & Nurses within the prescribed limits of the Phlebotomist role.
- Provide information, advice and support to patients face to face within prescribed limits.
- Be involved in team discussions to ensure “best practice”

Main Duties

- General phlebotomy duties, ie: venepuncture.
- Monitoring equipment, laboratory forms etc.
- Monitoring of standards of hygiene and safety of equipment.
- Act as chaperone if required.
- Referral of patients to Doctor/Nurse where necessary.

Organisational

- To maintain accurate records and data on Treatment Room activities.
- To be aware of the Quality and Outcomes Framework (QoF) and record consultations as appropriate.

Education and Research

- To take responsibility for own professional development, undertake required training and attend staff meetings.
- Participate in the development and implementation of standards and audit activities.

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety

The post-holder will manage their own health and safety and infection control as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to Practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Responsible for the correct and safe management of the specimens process including collection, labelling, handling, use of correct and clean containers, storage and transport arrangements
- Use of Personal Protective Equipment (PPE)
- Aware of infection control
- Safe management of sharps procedures including use, storage and disposal
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business
- Undertaking periodic infection control training (minimum twice annually)
- Waste management including collection, handling, segregation, container management, storage and collection
- Spillage control procedures
- Decontamination control procedures

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Quality

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.



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Review

This is not a complete and final statement of duties and responsibilities, and may be subject to review and amendment in the light of changing needs of the practice.