Job Title: Health Care Assistant

Location: Hampton Medical Centre, Hampton, Greater London, TW12 2PB

Responsible to: Practice Manager/Lead Practice Nurse

About the Role

We are seeking a friendly, organised, and reliable Health Care Assistant to join our busy GP Practice team. To provide high-quality clinical assistance to the multidisciplinary team; delivering safe, compassionate, and patient-centred care. The post holder will undertake delegated clinical tasks within their scope of competence, supporting the delivery of effective primary care services.

Hours of Work

Part-time: Total 24hours including Thursday 11:30am to 8:30pm as well as 2 other working days.

Main Duties and Responsibilities

Working under the direction and supervision of a registered nurse or GP:

- Measure and record:
    - Blood pressure
    - Height and weight
    - Body Mass Index (BMI)
    - Pulse and respiratory rate
    - Temperature
    - Oxygen saturation
- Perform venepuncture (where trained and competent).
- Undertake NHS Health Check observations and support screening programmes.
- Carry out ECG recordings (where trained) and 24 hour blood pressure monitors for patients.
- Perform urinalysis and prepare patient specimens for laboratory collection.
- Support wound care and dressing clinics as delegated.
- Assist with Diabetic Clinics (where trained and competent).
- Assist with health promotion and lifestyle advice.
- Carry out new patient checks.

- Carry out phlebotomy duties, including dealing with incoming blood results according to Practice policy.
- Smoking cessation.
- INR Clinics, home visits INR monitoring for housebound patients.
- Prepare clinical rooms and equipment before and after clinics.
- Clean and decontaminate equipment in accordance with infection prevention and control procedures.
- Monitor and replenish clinical stock and supplies.
- Chaperone patients during examinations where appropriate.
- Report abnormalities or concerns promptly to the supervising clinician.

Additional duties

- Undertake other clinical activities identified by the Practice Nurses in accordance with written protocols.
- To assist clinicians in emergency management of patients.
- To act as chaperone if required.
- To assist patients in their usage of Practice equipment
- To enable patients to access appropriate professionals in the Practice teams.
- To be responsible for the supply of relevant health promotion literature/materials in the waiting areas and consulting rooms, ensuring stocks are maintained.
- To participate in audit as required (note sampling, data input and information gathering).

Administration

To assist with

- Maintaining, storing and retrieving records both manual and computerised.
- Answering the telephone, receiving and transmitting messages.
- Completion of forms.
- Preparation of appointment list and preparing and sending appointment letters.
- Liaise with other health care professionals.
- Filing and record keeping.
- Ordering treatment room equipment.

- Help (if needed) with dealing with the organisation and arrangements for clinics including; antenatal, diabetic and asthma patients.

Other Responsibilities

- Supporting extended hours services as required.
- Maintaining clean, tidy, and secure reception and clinical areas
- Attending practice meetings and mandatory training
- Adhering to confidentiality, health & safety, equality, and data protection policies

Person Specification

Essential

- GCSE (or equivalent) in English and Maths
- Previous experience dealing with the public
- Good computer skills
- Excellent communication and interpersonal skills
- Strong organisational skills and ability to prioritise workload
- Ability to work both independently and as part of a team
- A professional, flexible, and adaptable approach
- An understanding of the importance of confidentiality.

Desirable

- NVQ Level 2 or 3 in Health and Social Care (or equivalent).
- Care Certificate.
- Previous experience working in a GP practice or primary care setting.
- Venepuncture competency.
- ECG competency.
- Experience using GP clinical systems (such as EMIS Web or SystmOne).
- Knowledge of NHS administrative procedures and Quality and Outcomes Framework (QOF).

Why Join Us?

You will be part of a supportive and professional team committed to delivering high-quality patient care, with opportunities for training and ongoing development.

How to Apply

Please use the enclosed Job Application form and email it to: sylwia.mroczek@nhs.net

Closing Date: 15th November, 2026

Job Description for the Post of Health Care Assistant

Job Title

Health Care Assistant (HCA)

Reports To

Lead Practice Nurse/Practice Manager

Job Purpose

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Information Technology

- Have a working knowledge of all software and hardware relevant to the clinical system, and the equipment required for accurate performance of clinical duties.

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 Partnership 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 Partnership may only be divulged to authorised persons in accordance with the policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

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.

Infection Prevention and Control

- Follow practice infection prevention and control policies and procedures at all times.
- Maintain high standards of hand hygiene.
- Clean clinical equipment between patients.
- Dispose of clinical waste and sharps safely.
- Report any infection control concerns, incidents, or hazards.
- Wear appropriate Personal Protective Equipment (PPE) as required.

Professional Responsibilities

- Work within the limits of competence and seek guidance when necessary.
- Participate in mandatory training and continuing professional development.
- Maintain patient dignity, privacy, and confidentiality.
- Participate in annual appraisal and supervision.
- Support quality improvement and clinical governance activities.
- Comply with safeguarding policies for children and vulnerable adults.
- Maintain accurate documentation of all clinical activities.

Communication

- Communicate effectively with patients, carers, colleagues, and external healthcare professionals.
- Demonstrate empathy, professionalism, and respect in all interactions.
- Work collaboratively as part of the multidisciplinary practice team.

Health and Safety

- Comply with Health and Safety legislation and practice policies.

- Report accidents, incidents, hazards, and near misses.
- Ensure equipment is used safely and maintained appropriately.
- Contribute to maintaining a safe, clean, and welcoming environment for patients and staff.

Person Specification

Essential

- Good standard of general education (GCSEs or equivalent in English and Mathematics).
- Experience in an administrative or customer service role.
- Experience working in a healthcare environment or willingness to undertake HCA training.
- Good IT skills and experience using Microsoft Office applications.
- Excellent communication and interpersonal skills.
- Ability to prioritise workload and work under pressure.
- Understanding of confidentiality and data protection requirements.
- Ability to work independently and as part of a multidisciplinary team.

Desirable

- NVQ Level 2 or 3 in Health and Social Care (or equivalent).
- Care Certificate.
- Previous experience working in a GP practice or primary care setting.
- Venepuncture competency.
- ECG competency.
- Experience using GP clinical systems (such as EMIS Web or SystmOne).
- Knowledge of NHS administrative procedures and Quality and Outcomes Framework (QOF).

Key Competencies

- Patient-centred approach
- Excellent communication skills
- Organisation and attention to detail
- Teamwork

- Professionalism
- Compassion and empathy
- Reliability and flexibility
- Time management
- Confidentiality and integrity
- Commitment to continuous learning and service improvement

October 2026