 **BURNHAM & BERROW MEDICAL CENTRE**

 Love Lane

Burnham-on-Sea

Somerset

TA8 1EU

Tel: 01278 795445

**PHLEBOTOMIST**

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| **Qualifications** | Recognised phlebotomy training undertaken |
| **Training** | Tailored induction programme within/out of the practice |
| **Experience** | Previous phlebotomy experience desirable |
| **Accountability** | Practice Nurses / Lead Practice Nurse / Nurse Manager |
| **Special Functions** | * This nurse can work alone following practice protocols
* The post holder may be required to carry out some home visits
* The post holder may be required to support anxious or distressed patients and relatives and may be subjected to occasional challenging behaviour
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**OVERVIEW OF RESPONSIBILITIES**

1. Establish and maintain communication with a range of people on a range of matters in a form that is appropriate to them and the situation
2. Develop own knowledge and skills and provide information to others to help their development
3. Monitor and maintain health, safety and security of self and others
4. Contribute to the improvement of services
5. Maintain quality in own work and encourage others to do the same
6. Support equality and value diversity, identifying when own or others’ behaviour undermines equality and diversity
7. Clinical Practice:
	1. Venepuncture for all patients of the Practice
	2. Refer appropriately, as necessary
8. Input, store and provide data and information

**SPECIFIC RESPONSIBILITIES**

1. **Communication – communicate with a range of people on a range of matters**
	1. Communicate effectively with individuals and groups within the practice environment.
	2. Communicate effectively with patients and carers, recognising their needs for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating.
	3. Utilise and demonstrate sensitive communication styles to ensure patients are fully informed and consent to treatment.
	4. Act as an advocate when representing the patients’ and colleagues’ viewpoints to others.
	5. Accept delegation from other nurses.
	6. Participate in organisational meetings as and when required.
2. **Personal and people development – develop own knowledge and skills, and provide information to others to help their development**
	1. Take responsibility for own developmental learning and performance, including participating in practice appraisal systems and acting as a positive role model.
	2. Understand own responsibilities and accountability in the delivery of practice nursing services to patients ensuring that the needs of the patient are the priority.
	3. Participate in planning and implementing changes within the area of care and responsibility.
	4. Maintain local guidelines, protocols and standards relevant to the Phlebotomy setting.
	5. Keep up to date with new developments locally and nationally, identifying those that will enhance your work.
	6. Take responsibility for maintaining a record of own personal development.
	7. Work with management on any new training requirements.
	8. Demonstrate skills and activities to others who are undertaking similar work.
	9. Disseminate learning and information gained to other team members in order to share good practise and inform others about current and future developments.
	10. Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information.
3. **Health, safety and security – assist in maintaining own and others’ health, safety and security**
	1. Use the personal security systems within the workplace according to practice guidelines.
	2. Identify the risks involved in work activities and undertake them in a way that manages the risks.
	3. Undertake mandatory and statutory training.
	4. Apply infection control measures within the practice according to local and national guidelines.
	5. Support patients and colleagues in adopting sound infection control measures.
	6. Understand and apply the principles of the cold chain.
	7. Ensure safe storage, rotation and disposal of vaccines, drugs and other stock within area of responsibility. Where appropriate, oversee the monitoring, stock control and documentation of controlled drug usage according to legal requirements.
	8. Is competent in resuscitation techniques and takes part in regular updates according to practice guidelines.
	9. Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility.
	10. Use the computer monitor safely.
	11. Understand and apply legal policy that supports the identification of vulnerable and abused children and adults, being aware of statutory child/vulnerable adult health procedures, and statutory local guidance and referral criteria.
4. **Service improvement – contribute to the implementation of services**
	1. Work with colleagues in the team and other stakeholders, as appropriate, on the development of current and new services and other initiatives to improve the quality of health care.
	2. Support and participate in shared learning across the practice team.
5. **Quality – maintain quality in own work and encourage others to do the same**
	1. Recognise and work within own competence.
	2. Prioritise, organise and manage own workload in a manner that maintains and promotes quality, whilst ensuring effective time-management strategies are embedded in own practice.
	3. Participate in the maintenance of quality governance systems.
	4. Participate in the audit cycle as a means of evaluating the quality of the work.
	5. Alert other team members to issues of quality and risk in the care of patients by participating in the practice Significant Event Audit system.
	6. Enable patients to access appropriate professionals in the team and beyond.
	7. Ensure stock items under your control are ordered and available in the treatment and consulting rooms.
6. **Equality, diversity and rights – support equality and value diversity**
	1. Act in ways that recognise the importance of people’s rights, interpreting them in a way that is consistent with procedures.
	2. Respect the privacy, dignity, needs and beliefs of patients, carers and other members of staff.
7. **Clinical practice**
	1. Proficiency in venepuncture

1. **Information and knowledge – input, store and provide data and information**
	1. Produce accurate, contemporaneous and complete records of patient consultations consistent with legalisation, policies and procedures.
	2. Be aware of practice policy with regard to the Data Protection Act and Freedom of Information Act.
	3. Maintain confidentiality of information relating to patients, relatives, staff and the practice.
	4. Take the necessary precautions when transmitting information.
	5. Make appointments for patients electronically, as appropriate.

Employee Name: ......................................................................

Signed: …………………………………………………………………. Date: ………………………………………………..