

**The James Cochrane Practice  
Phlebotomist job description & person specification**

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

<b>Role Details</b>	
Job Title:	<b>Phlebotomist</b>
Hours of work:	37 hr/wk Fixed Term – 6 Months
Primary Location:	The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR and Maude Street Surgery, Kendal, LA9 4QE
Line Manager:	Head of Nursing
Accountable to:	Head of Nursing- Clinically Practice Operations Manager – Administratively
Responsible for:	
Commencement date:	2021

<b>Job Summary</b>
Working under the supervision of the Head of Nursing and strictly in accordance with specific practice guidelines and protocols, the post-holder will be responsible for performing venepuncture to obtain blood samples from patients <b>only</b> as the result of a direct referral from a GP or nurse practitioner.
The post-holder will be aware of their limitations in this role and ensure at all times they inform a senior staff member if unsure of a patient request.

<b>Practice Drivers</b>
<b>Vision Statement</b> - Treating people the way we'd like to be treated <b>Aim</b> - To improve patient and job satisfaction and practice sustainability

<b>Primary Responsibilities</b>
The following are the core responsibilities of the phlebotomist. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

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- a. Obtaining patient consent for the collection of a blood sample
- b. Performing venepuncture in accordance with practice protocols
- c. Maintaining accurate patient records on EMIS
- d. The correct labelling, packaging and storing of samples
- e. Effective use of the specimen log, resolving any discrepancies
- f. Ensuring samples are sent to the laboratory in a timely manner
- g. Maintaining an effective liaison with the laboratory staff at UHMBT
- h. Working collaboratively with the nursing team, seeking guidance when necessary for patient related matters

**Secondary Responsibilities**

In addition to the primary responsibilities, the Phlebotomist may be requested to:

- a. Participate in practice audit and local initiatives to enhance service delivery and patient care
- b. Support and participate in shared learning within the practice

The person specification for this role is detailed overleaf.

<b>Person Specification – Phlebotomist</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Relevant qualification in venepuncture *training may be given	✓	*
Good standard of general education	✓	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working in a primary care environment		✓
Experience of working with the general public	✓	
Experience of working in a healthcare setting	✓	
<b>Clinical Knowledge &amp; Skills</b>	<b>Essential</b>	<b>Desirable</b>
Venepuncture *training may be given	✓	*
Ability to record accurate clinical notes	✓	
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook		✓
EMIS user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Ability to follow clinical policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	

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Ability to work under pressure / in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Pre Employment Check Clearance	✓	

Requirements of the role
<ul style="list-style-type: none"> <li>• Ensuring that the patient is as comfortable and relaxed as possible and confirming their agreement to the collection of a blood sample</li> <li>• Collection of sample(s) of blood in accordance with training and procedures</li> <li>• Ensuring samples are stored in appropriate containers</li> <li>• Accurate, legible labelling of all samples to confirm patient identity</li> <li>• Checking patient identification against GP/nurse request and confirming with patient whenever possible</li> <li>• Recording collection of blood sample in patient record in accordance with practice procedure</li> <li>• Ensuring that samples are dispatched to the appropriate laboratories in a timely fashion.</li> <li>• Ensuring that anomalies are reported to a senior member of staff</li> <li>• Notifying the GP/nurse of any significant patient issues</li> <li>• liaising with and assisting members of the administrative team</li> </ul> <p><b>Team Building</b></p> <ul style="list-style-type: none"> <li>• Work effectively within the nursing team and alongside colleagues in the wider practice administration and medical team</li> </ul> <p><b>Standard Maintenance</b></p> <ul style="list-style-type: none"> <li>• Report any clinical or environmental issues of concern and take action to rectify these where appropriate</li> <li>• Ensure a working knowledge and compliance with Practice Policies and Procedures</li> <li>• Check and re-stock rooms regularly as required</li> <li>• Understand the importance and adhere to infection control issues</li> <li>• Keep clinical areas clean and free from clutter</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Input information into the clinical system as appropriate following appropriate training.</li> <li>• Demonstrate a working knowledge of the Practice Policy on information governance.</li> </ul> <p><b>Communication:</b> The post-holder will recognise the importance of effective communication within the team and will strive to:</p>

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

**Quality:**

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

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- 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

**Confidentiality:**

- 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

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Mandatory training such as basic life support and fire training
- Participation in practice protected learning time training, meetings and other training as required
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

This job description is not exhaustive and may be adjusted periodically after review and consultation.

**Generic Responsibilities**

All staff at The James Cochrane Practice have a duty to conform to the following:

**Equality, Diversity & Inclusion (ED&I)**

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and law requires it.

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Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

#### **Safety, Health, Environment and Fire (SHEF)**

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

#### **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence, and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

#### **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes, which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

#### **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Operations Manager.

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**Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role.

All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.

Staff may also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

**Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

**Service Delivery**

Staff at The James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

**Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

**Professional Conduct**

At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided they must be worn.