

London Gynaecology

Job Spec: Health Care Assistant (HCA)

About Us

London Gynaecology is a leading private Gynaecology Practice, based at three locations: The Portland Hospital, one of London's leading private hospitals, our independent clinic in the City of London and our new clinic on Harley Street. With over 20 consultants & GPs, the practice is busy and dynamic and sees in excess of 1200 patients each month.

Our Ethos is to give expert advice and care and to always be accessible at the entire stage of the patient pathway. We are committed to ensuring that our service matches the needs of our patients.

Our Mission is to provide high quality personalised healthcare at every stage of the patient pathway, ensuring the best possible outcomes for our patients relating to their gynaecological and reproductive health. We aim to provide a safe framework for doctors to deliver expert care, using state-of-the-art medical equipment and facilities.

Our Values are:

- Honesty, dignity and respect
- Services that meet the patients' need
- Access and accessibility
- Transparent pricing
- Robust, safe processes and policies
- Innovation

We believe it is important to treat every patient and colleague with honesty and integrity and as an equal with dignity and respect. We are a team, the wellbeing of our staff is paramount and we treat each other with respect and kindness. We are therefore looking for someone to join our organisation who embodies these values, is a team-player and will go above and beyond to deliver excellent patient service.

The Role

This is a unique opportunity for a passionate Health Care Assistant to join a dynamic and friendly team who are dedicated to providing first class patient care. In return we will offer a competitive salary with outstanding staff benefits and training.

The role involves providing patient care of the highest quality to patients under the supervision of the consultant team. You will also be expected to maintain a safe and

healthy environment for patients, visitors and staff. This is a uniformed post and you will be expected to wear uniform as provided and directed. The role is full-time (35 hours per week) Monday – Saturday and will be based at our clinics in the City of London and on Harley Street.

Key responsibilities

- Chaperoning patients during consultations, which is one of the key roles that the health care assistant will undertake.
- Ensuring the consulting, treatment rooms and waiting rooms are clean and prepared for the clinic and in between patients.
- Phlebotomy: taking patient blood samples.
- Specimen management: specimen labelling and organizing couriers as required.
- Able to carry out basic observations and the recording of results, and communicating these to the nurse in charge/consultant.
- Ensuring any equipment faults are identified and are reported immediately and actions are taken.
- Responsible for health and safety and fire safety in the clinic.
- Awareness of basic Infection Control Procedures and Sharps Safety Procedures in a responsible manner.
- Supporting the lead nurse on CQC requirements.
- Maintain mandatory training requirements.

Education and Certifications

- NVQ level 3 or higher (Essential)
- Relevant Care Certificates

Experience and Required Qualities

- Phlebotomy experience (Essential)
- Experience working as a Healthcare Assistant within hospital or clinic environment, preferably within women's health and in the private sector.
- Excellent customer care and communication skills.
- You will show strengths in being organised, motivated and have a compassionate nature.
- Maintaining patient confidentiality, dignity and ensuring the correct disposal of confidential waste is followed.
- Awareness of GDPR.
- Excellent time keeping skills and working as part of a multidisciplinary team.



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- Ability to work with an international, multi-cultural environment and being respectful of cultures and beliefs.
- A willingness to work outside the core responsibilities of the role.

Benefits

- 25 days annual leave + bank holidays per year
- Private Pension
- Private Healthcare
- Social Events
- Access to healthcare appointments

Salary

- Competitive ; dependent on experience