

A day in the life of....a Phlebotomist and Healthcare Assistant at Church Street Practice

8.00am –9.00am

First job was to check the fridge to ensure samples and specimens are being stored at the correct temperature.

Next, took yesterday's blood samples out of the centrifuge and fridge and matched with appropriate cards.

Checked the practice leaflet shelves and refilled where necessary.

9.00am – 12 noon

8 blood tests.

5 more blood tests combined with flu jabs.

1 blood test plus weight and blood pressure.

3 mid stream urine (MSU) tests to check for infections.

All the above needed paperwork filling out and recorded or checked with information on the computer.

1 telephone call taken from cytology administration.

Advised GPs of any problems with the MSU results in case antibiotics were required.

12 noon onwards

Bloods collected by hospital courier.

Worked at admin desk checking e-mails and entered information for flu jabs given by all members of staff, including district nurses.

Collected A4 notes from archive and printed out all paperwork relating to each patient who is leaving the practice.

Sorted out two name changes by contacting family concerned for proof of changes.

Sent 20 letters out to patients due for smear tests. This involved checking each patient's notes on cytology.

Had training from another healthcare assistant on the use of the ECG machine (on 2 patients and 1 volunteer). This took about an hour.

Every day I check the Links Registration programme between Thames Valley Primary Care Agent (TVPCA) and the practice. This ensures that all registrations, changes of name, changes of address, new notes etc. are forwarded to the practice and any deductions are requested.

Did three summaries on new patients coming in to the practice. These are from their notes and entails checking details and entering them on to our computer system and can take anything up to an hour each to complete.

Once a week

I attend the baby clinic, using a laptop to record all immunisations etc. and also offering support to both health visitors and parents.

Once a month

Appointments are made with me to run a clinic carrying out hearing tests requested by GPs.

I check information from the TVPCA to check that we are on target for cytology smears.

Also check to ensure all immunizations for 0 – 5 year olds are correctly entered on computer records; these are checked quarterly with TVPCA and Community Health for target purposes.

Send out the three and a half year pre-school check letters every month.

I am also treasurer of the Care Fund so look after all donations from the public and allocate money for extra items needed by the GPs or for clinics etc.

The Practice re-cycles all old printer cartridges on behalf of the Thames Valley & Chilterns air ambulance service. Also, all used envelopes and paper and milk containers are re-cycled for which I am responsible.