

JOB DESCRIPTION

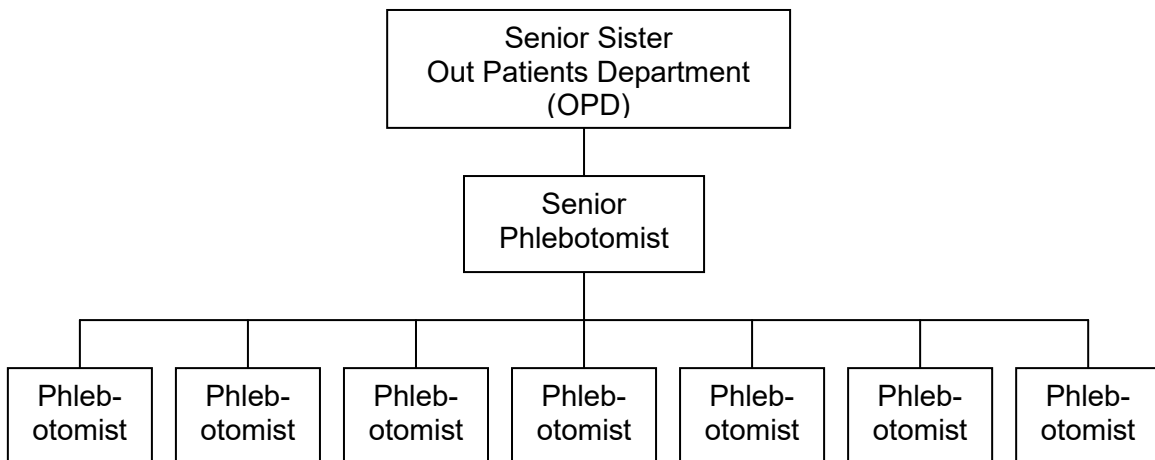
1. JOB IDENTIFICATION

Job Title:	Phlebotomist
Responsible to:	Senior Sister
Department & Base:	Out Patient Dept, Borders General Hospital
Date this JD written/updated:	June 2021

2. JOB PURPOSE

On completion of appropriate training, to collect routine samples of blood by venepuncture. To provide an ongoing phlebotomy service to the hospital and OPD.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- ◆ The phlebotomists provide a service to all wards throughout the week and at weekends. Some work is done on a bleep system where patients may have to be booked in for special bloods.
- ◆ Phlebotomy trolleys need to be cleaned and restocked every time they are used both in the wards and OPD.

- ◆ In OPD, the phlebotomy service covers several morning and afternoon clinics.
- ◆ Each phlebotomist is responsible for his/her particular area ensuring that the work is carried out safely and efficiently. This work can be unsupervised.
- ◆ Other NHS Staff can accompany phlebotomists for familiarisation and phlebotomy experience.

5. MAIN DUTIES/RESPONSIBILITIES

- ◆ To maintain a high standard of independent phlebotomy practice.
- ◆ To follow the Trust protocols for:
 - i. Control of infection and safety protocols including attending mandatory courses.
 - ii. Patient identification and test requesting on Trak.
 - iii. Labelling and transport of specimens.
 - iv. Reporting of accidents, incidents and complaints to whoever is in charge of the area you are working.
- ◆ To be familiar with and have an understanding of, laboratory tests, appropriate documentation and the full range of Trust phlebotomy equipment.
- ◆ To assess the suitability of each patient and respond appropriately.
- ◆ To collect the required blood samples into the correct containers using best practice and collect the appropriate statistics.
- ◆ To collect blood from “risk” patients, Blood Transfusion Service samples and blood cultures, after additional training.
- ◆ To dispose of used equipment in the appropriate receptacles e.g. sharps containers, etc.
- ◆ To ensure that patients are treated safely and courteously, thus causing none or minimum distress or discomfort throughout the blood sampling procedure.
- ◆ To notify ward staff if patients are not available and to fill in the daily ward handover sheets.
- ◆ To follow an agreed work schedule and work as a team with the other phlebotomists. Liaising with medical, nursing and laboratory staff on a daily basis as required to facilitate an efficient phlebotomy service.
- ◆ To maintain phlebotomy trolleys in a clean and adequately stocked condition for own and others use and notify ward staff of shortages or potential control of infection issues due to cleanliness. To order and maintain stocks in OPD.
- ◆ To provide an informed practice and teaching resource for other NHS staff when required.
- ◆ To maintain and develop phlebotomy skills through continuing education.
- ◆ To always maintain patient confidentiality at all times.

6. SYSTEMS AND EQUIPMENT

- ◆ Sarstedt Monovette blood taking system.
- ◆ Laptops and Label Printers. Photocopier, Internet/Intranet and Trak for sample tickets.
- ◆ Maintain phlebotomy trolleys on wards and OPD.
- ◆ Keep a note of patient numbers and numbers of sample tubes taken, and record them on a sheet in OPD A Phlebotomy Hub and on ward hand over sheets.
- ◆ Informing colleagues of clinical issues i.e. high risks, problematic patients, etc.

7. DECISIONS AND JUDGEMENTS

- ◆ Anticipating workload, and prioritise where necessary.
- ◆ Assess the suitability/condition of the patients, especially if unable to give consent, or have other reasons for not being able to provide a sample.
- ◆ Making sure requests are correctly completed by the doctor on Trak before taking the sample.
- ◆ Seeking doctor/nursing staff advice if in doubt about anything regarding the patient's welfare. This also relates to high risk patients who may not have been identified.
- ◆ Using initiative and being meticulous and diligent, so before venepuncture can commence the phlebotomist must decide which site to take the blood from, what containers to use, what technique to use, whether drip lines might need to be halted by medical staff, whether assistance is needed, if additional protective clothing is required, minimise any risk to themselves or others.
- ◆ In OPD, ensuring the daily lists of patients are valid, and if necessary resolving any ambiguities.
- ◆ Times for patients from GP Surgeries and other clinics to be booked in for special tests.

8. COMMUNICATIONS AND RELATIONSHIPS

- ◆ The phlebotomy service works as a co-ordinated team.
- ◆ Communicate with patients for identification purposes, to explain procedures and to alleviate concerns. This occasionally involves speaking to family members or carers.
- ◆ The phlebotomist can be under emotional strain, particularly when dealing with long term patients who deteriorate.
- ◆ Working closely with all relevant members of staff: - doctors, nurses, healthcare support workers, laboratory staff, senior phlebotomists, consultant clinicians and other staff attached for experience and training.

- ◆ Communicate effectively at all times with patients, relatives and carers to give and receive complex or sensitive information and instructions in an understandable form. This involves the use of persuasive motivational and empathic skills while being sensitive to an individual's barriers to communication e.g. deaf, visual impairment, non-speaking, learning disabilities, cultural differences, pain fear, altered perception, emotional/psychological/behavioural problems, etc.

9. PHYSICAL DEMANDS OF THE JOB

- ◆ Total accuracy in obtaining blood samples from patients demands hand-to-eye and sensory co-ordination, concentration, speed and accuracy.
- ◆ Manual handling /manipulation / positioning of patients' limbs on a daily basis and adjustments of patient beds, wheelchair, chair, bedside tables. Pushing of trolleys at ward level.
- ◆ The workload on a particularly busy clinic or ward can be mentally as well as physically tiring. Working in often awkward positions for periods of time such as bending, kneeling, stretching and twisting, can result in strain and other related problems. Standing or walking for the majority of the shift. Bending /stooping whilst obtaining samples at all times. These are all required routinely to gain access to the patient.
- ◆ In OPD or when a 'Bleep' is required, the phlebotomist is travelling around the hospital as quickly as possible to attend to patients, or to deliver blood samples to the laboratory.
- ◆ Exposure to uncontained hazardous material in process of taking blood sample.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- ◆ Being prepared for all eventualities, whereby patients can become suddenly unwell, uncooperative or even aggressive.
- ◆ Being prepared for a heavy schedule, whilst still being able to maintain an efficient service.
- ◆ Having to deal with difficult veins in such a way as to not upset the patient.
- ◆ Having to accept bereavement.

This job description is not definitive and may be subject to future amendments following negotiation and consultation.

PERSON SPECIFICATION

For the post of Plebotomist

Below are the essential knowledge, training (including qualifications) and experience required to do this job.

ESSENTIAL

- 1 Good general education
- 2 Demonstrate knowledge/skills relating to the organisational policy on the handling and disposal of sharps in conjunction with NHS Borders policies.
- 3 e-Learning for Phlebotomy which highlights the issue of accurate patient identification before being authorised to take samples for Blood Transfusion Services
- 4 Having the confidence to deal with situations whilst using appropriate communication skills.
- 5 Familiarity with, and have an understanding of, the laboratory tests and medical terms as well as the containers used for blood samples.
- 6 Technical skills to take blood samples.
- 7 Meticulous identification required and ability to handle confidential information.
- 8 A willingness to take part in training opportunities.

DESIRABLE

- 1 Having a caring and considerate nature