



Phlebotomy and Cannulation Technician

JOB DESCRIPTION





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Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

Job summary

Job title Phlebotomy and Cannulation Technician

Band	Band 3
Division	Clinical Support
Responsible to	Phlebotomy & Cannulation Team Leader
Accountable to	Service Manager
Type of contract	Permanent
Hours per week	24 Hours Part Time
Location	West Middlesex University Hospital

The Phlebotomy and Cannulation Technician will work as part of a team to provide high quality safe service for the patients. The post holder will provide support in managing waiting times in Outpatients and activity on the wards.

The post holder will be required to undertake phlebotomy and cannulation duties throughout the Trust from inpatients and out-patients, and to work in accordance with the Trust policies and procedures. They will also be expected to work with other healthcare professionals to ensure a smooth procedure to discharge patients and maintain the standard for high patient satisfaction and provide cover in the absence of the Supervisor Phlebotomist/Cannulation Technician.

Key working relationships

- Phlebotomy & Cannulation Team Leader
- Phlebotomy & Cannulation Supervisor
- Patients and Relatives
- Service Manager

Roles and responsibilities

Main Duties

- In co-operation with the medical staff, ensure patients are receiving high quality, appropriate phlebotomy and cannulation care within all areas of responsibility.
- Communicate effectively and sensitively with patients before, during and after the venepuncture or cannulation experience.
- Ensure safe collection of blood samples according to agreed procedures
- Ensure appropriate and accurate labelling and dispatch specimens to laboratories.
- Ensure that appropriate requisitions are completed accurately and that specimens are carefully packaged for transport to pathology department.
- Cannulate and take blood from inpatients and out patients effectively.
- Respond to all bleeps for the cannulation service in a timely manner.
- Complete all cannulation documentation as required.
- Where appropriate, deliver urgent specimens to laboratories in person.
- Be aware of patients' blood letting needs.
- To seek immediate assistance from medical and nursing staff should the patient's condition deteriorate during phlebotomy/cannulation procedures.
- To maintain daily record of workload plan and to retrieve information from the computerised health systems as appropriate.
- To ensure that the patient is regarded with dignity and respect by upholding the Philosophy of Care and adhering to Policies and Procedures as lay down by the unit and the Trust.
- Promote the principles of best practice and act as a role model for others.

- To ensure that contact with other hospital staff and patients is courteous and professional at all times
- Be aware of Health and Safety Regulations, thereby ensuring the safety of patients, his/herself and other personnel using the Unit.
- Be responsible for confidential patient information.
- Be responsible in documenting patients details and bring to the attention of your team leader any shortfalls or discrepancies that occur.
- To ensure that good working relationships are kept with other Departments and services.
- The post holder with their team leader will identify his/her learning needs thus ensuring that they are kept up to date with technology and changing practices in the Department.
- To assist with training new members of staff
- To answer the phone and handle routine and non-routine enquiries. On occasions this could involve handling users of the service who may be unhappy, agitated, rude or aggressive.
- To provide information in person or using the telephone to medical staff and patients, ensure that the information is not provided to unauthorised persons and being aware of the Data Protection Act at all time.
- Taking responsibility in own practice and reflecting on own practice to ensure high standards are maintained.
- Report and assist with the investigation and resolution of complaints within the area of responsibility ensuring lessons are learnt and implemented
- Provide support in managing waiting times in OP and activity on the wards.
- Clean equipment and work area to Trust wide standards.
- Monitor and maintain adequate levels of stock on a daily basis, highlighting to supervisor if stocks are low.

Clinical Responsibilities

- To be fully competent in all aspects of venepuncture as according to the Trust venepuncture policy and practice techniques maintaining competency levels through a six months reassessment protocol and participate in (PDP)-Appraisals
- To cover Inpatient phlebotomy/cannulation duties as requested on the daily rota by the Team Lead and bring any problems to the attention of the line manager that may arise during the course of their duty
- Prioritise workload and organises and carries out work that promotes quality
- To learn and maintain an up to date knowledge of the blood tests performed by various departments and their appropriate bottles and containers
- To label blood samples as directed by the venepuncture policies
- To adhere to the phlebotomy/cannulation standard operating procedure children over 16 years
- To carry out phlebotomy & cannulation duties as agreed by the Medical team and bring any problems to the attention of the Team Lead that may arise during the course of their duty
- To learn and maintain an up to date knowledge of the blood tests performed and their appropriate bottles and containers

CONFIDENTIALITY

- All information concerning patients in the National Health Service must be treated as strictly confidential at all times. You may not divulge it to any person except when authorised by a senior office as being in the best interests of the individual and a necessary part of treatment, or for training purposes. Nor may you divulge any personal information relating to members of staff without consultation with a senior office.
- This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and his/her manager.

- All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

Person specification

Job title	Phlebotomy and Cannulation Technician
Band	Band 3
Division	Clinical Support

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

E = essential
D = desirable

Trust values

Putting patients first	E
Responsive to patients and staff	E
Open and honest	E
Unfailingly kind	E
Determined to develop	E

Education and qualifications

NVQ 3 or equivalent level of experience	E
Computer Literate IT and keyboard skills	E
Demonstrable literacy and numeracy skills	E
Certification in venepuncture	E

Certification in cannulation	E
Basic Life Support Training	E
Patient Observations Training	E
Medical Devices Training	E
Level 3 Diploma	E

Experience

Familiar with both Vacutainer and Butterfly technique	E
Significant experience in working in Phlebotomy	E
Relevant cannulation experience	E
Able to perform phlebotomy procedures without direct supervision	E
Able to perform cannulation procedures without direct supervision	E
Familiar with transportation of blood samples	E
Understand the emphasis placed on the need to follow specific instructions for special investigations stipulated by the laboratories	E
Have a working understanding of general phlebotomy principles	E
Understanding of legal, ethical and professional issues associated with venepuncture	E

Skills and knowledge

Ability to work accurately and quickly in an organised manner with attention to detail	E
Sound understanding of Health and Safety requirement	E
Awareness of Data protection and Confidentiality issues	E
Able to remain professional at all times	E
Good interpersonal skills	E
Team working skills	E
Understanding of the role of the laboratories, procedures performed & the interaction and relationships between all departments	E
Basic understanding of medical terminology commonly requested investigations, abbreviations and the relevance of clinical information	E
Basic awareness of First Aid	E
Demonstrate ability to organise own workload, prioritise and take initiatives where necessary	E
Good knowledge of medical terminology or pathology procedures	E

Personal qualities

Attention to detail	E
Interpersonal Skills	E
Flexible and adaptable to change	E
Trustworthy, patient and empathetic	

Notes



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