Would you like to join our friendly and resolute team of clinicians and non-clinicians at a large NHS general practice based in Slough, Berkshire?

We are seeking to appoint one motivated and enthusiastic individuals with excellent customer care experience to join our Clinical and Clinical Administration team within the practice. Healthcare Assistant reports directly to the Clinical Pharmacist and Nurses Lead. We offer, plus your salary good benefits package, as well as the opportunity to work in a supportive and collaborative environment with a diverse committed workforce from different ethnic backgrounds ensuring the quality of our services to our patients are to a high standard.

**About the Practice**

Farnham Road Medical Group (FRMG) started as one Practice with two sites and has grown over the years into an outstanding group of three training GP practices that are approved by Health Education England. With four clinical sites based in Slough, we now have a team of over 100 people looking after 38,700 patients. The practice and PCN (SPINE) are committed to innovation in providing high-quality health care for our patients and a protected working and learning environment for our staff. Our team includes pharmacists, nurses, physician associates, paramedics, MSK practitioners, Mental Health Practitioners, managers, social prescribers, and care coordinators as well as GPs and a large Patient Services team. This resolute team provides an evolving healthcare and medical service to meet the varying needs of our patients and, in turn, provides what we believe is a sustainable model of modern General Practice. We have expanded our expertise and have transformed how we provide medical services to try to ensure we meet the demands of Slough’s diverse population.

Our vision is simple: Putting Patients First and providing services that tailor to their needs, which we strive to achieve through brilliant leadership, mentoring, teamwork, communication, problem sharing and solving, support, integrity, fun, training, education, and continued development.

**About the role**

You will be part of the practice team and support the delivery of Primary Care Network’s ambitions to the highest quality and safety. As part of the team, you will provide personalised support to our patients, their families, and carers to take control of their wellbeing, live independently and improve their health and quality of life. You would be based at Farnham Road Practice but would be expected to travel to our other three sites and our PCN SPINE partner Kumar Medical Centre within Slough, to manage and prioritise your own caseload, in accordance with the needs, priorities, and any urgent support required by our patients. The job description, Person specification, and benefit package summary for the role are attached.

**Key Responsibilities**

* Take referrals from GPs and MDT team within practices of SPINE network and working with allied health professional, fire service, police, job centres, social services, housing associations, and voluntary, community and social enterprise (VCSE) organisation (list not exhaustive) to help signpost patients to relevant organisations for support.
* Provide personalised support to patients/individuals, their families, and carers to take control of their wellbeing, live independently and improve their health outcomes and quality of life.
* Take a holistic support plan to improve health and wellbeing, introducing of reconnecting people to community groups and statutory services.
* Develop trusting relationships by giving people time and focus on ‘what matters to me’.
* Build relationships with key staff in GP Practices within the local Primary Care Network (PCN), attending relevant meetings, becoming part of the wider network team, giving information and feedback on social prescribing.
* To have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health/agencies, when what the person needs is beyond the scope of the link worker role – e.g., when there is mental health need requiring a qualified practitioner.

**Your Skills/knowledge**

* Experience of working directly in a community development context, adult health, and social care, learning support or public health/health improvement (including unpaid work).
* Experience of managing a caseload of clients and keeping up to date records using a database.
* Experience of working with patients/individuals (1-2-1) and groups of people in different settings to assist them achieving their goals.
* Experience of working with a range of agencies and organisations to develop effective working relationships and experience working with people with multiple needs.
* Excellent interpersonal, customer care, and communication skills, with the ability to work independently and as part of a team and perform effectively under pressure.
* Be initiative-taking with excellent timekeeping and be highly motivated.
* Good IT knowledge and exceptional knowledge of Microsoft Package.
* Can build a rapport with our patients/individuals from different ethnic backgrounds, always demonstrating empathy.
* Ability to maintain effective working relationships and to promote collaborative practice with all colleagues.
* Good IT knowledge and excellent knowledge of Microsoft Package.

**Professional Qualifications**

Level 5 qualifications (i.e., Diploma of Higher Education, Diploma of Further Education, Foundation Degree, HND or equivalent professional experience)

GCSE grade A to C in English & Maths

**Essential for the Role**

* Enhanced DBS check required.

If you are a motivated and experienced Prescription Administrator with reliance, who is looking for a challenging, rewarding and fulfilling role in primary care, then we would love to hear from you. Please send your CV to **[jobs.frmg@nhs.net]**

**Closing Date:** 29 August 2025

**For more information please contact HR.FRMG (FARNHAM ROAD PRACTICE)**

Jobs.frmg@nhs.net