Healthcare Support Worker Case Study
Healthcare Assistant and Assistant Practitioner questionnaire Please tell us your name
Ann Witcomb
Tell us about your role, where you work and how long you have been in post
Senior HCA at The Westerham Practice where I have worked for 10 years. Here I support & work
with two Junior HCAs. Part of my role here is liaison

Describe how you make a difference
Over the years I feel I have made a difference at both practices by moving the role of HCA forward.
When I first started in a clinical role, HCAs were only expected to perform ECGs & blood tests. Since
those days I have continually strived to develop the role and undertake as much training as possible
to be able to undertake the wide range of clinical procedures I do today.
I also feel I make a difference in other ways by being a voice for HCAs within the team. From the
patient’s perspective I hope I am a reassuring, familiar face who can refer them on to other
members of the team if necessary.

Tell us about the training, education and career opportunities you have
We are lucky in Kent to have the KaSPac course as a foundation for HCAs in General Practice. The
course now incorporates the Care Certificate. As the role of the HCA expands I am always on the
lookout for courses to extend my skills. There are opportunities available to complete a Foundation
Degree to become an AP and also with the appropriate training and academic qualifications there
are routes into Registered Nursing.

● Did you complete any training to prepare for your role?
KaSPaC & other courses related to clinical skills

● Are you currently undertaking any education/training programmes?
Not at present

Thinking about your team
Describe the support you are given
Registered Nurses and GPs are always willing to listen & support if needed

● Do you mentor or support colleagues?
Yes, I have assisted with the training of 47(srt-2(i)13r)13raH5D 18> BDC BT(o)4 assist th H5D28rT
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Are you a member of the RCN?
Yes
If yes: have you used any of our services?
No
If yes: do you have any feedback?
N/A
Thank-you for your participation