

Dina Mensah

Medical Assistant



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Healthcare assistant with just over a year of experience working in a busy GP surgery and an acute medical ward. I handle patient observations, phlebotomy, ECGs, and admin tasks that keep the clinic running. Currently working at a practice with 14,000 registered patients where I manage around 25 patient contacts a day. I'm reliable, calm under pressure, and good at putting anxious patients at ease.

■ EXPERIENCE

Healthcare Assistant, Moseley Hall Medical Practice, Birmingham

Feb 2025 – Present

Providing clinical and administrative support in a GP surgery with 14,000 registered patients and 6 GPs.

- Carry out **25+ patient contacts daily** including blood pressure checks, phlebotomy, wound dressings, ECGs, and BMI assessments
- Run the weekly **chronic disease monitoring clinic** for diabetic and hypertension patients — 40 patients per week
- Process **pathology results** and code them in EMIS Web, maintaining 98% same-day turnaround
- Trained 2 new HCAs on phlebotomy technique and EMIS workflow during their induction

Bank Healthcare Assistant, University Hospitals Birmingham NHS Foundation Trust, Birmingham

Jan 2024 – Jan 2025

Bank HCA covering shifts across acute medical wards at Queen Elizabeth Hospital Birmingham.

- Supported nursing staff with patient observations, personal care, and mobility on wards with **28-32 beds**
- Recorded **NEWS2 scores** accurately and escalated deteriorating patients — flagged 4 cases that required immediate medical review
- Assisted with discharge planning for **10-15 patients per week**, coordinating with pharmacy and transport

■ EDUCATION

Level 3 Diploma in Healthcare Support, Birmingham Metropolitan College, Birmingham

Jan 2023 – Dec 2023

Covered clinical skills (observations, phlebotomy, ECG), infection control, safeguarding, and health & safety. Included 400 hours of clinical placement at Heartlands Hospital.

■ SKILLS

Phlebotomy & venepuncture • ECG recording & basic interpretation • Patient observations (NEWS2) • Wound care & dressing changes • EMIS Web & SystemOne • Chronic disease monitoring (diabetes, hypertension) • Infection prevention & control • Safeguarding (adults & children) • Basic life support (BLS) • Patient communication & de-escalation

■ CERTIFICATIONS

Care Certificate, Skills for Health

Mar 2024

Phlebotomy Certificate, Birmingham Metropolitan College

Jun 2023

Basic Life Support (BLS), Resuscitation Council UK

Jan 2025 – Jan 2026

■ LANGUAGES

English (native) • Igbo (conversational)

■ PROJECTS

Chronic Disease Clinic Setup – Moseley Hall Medical Practice

Apr 2025 – Jun 2025

Helped set up and now run a dedicated weekly chronic disease monitoring clinic.

- Designed the appointment template in EMIS Web — **40 patients per week** across diabetes and hypertension reviews
- Reduced GP time spent on routine monitoring by **6 hours per week** by handling observations and coding independently

■ REFERENCES

Dr Harpreet Kaur, Senior GP Partner, Moseley Hall Medical Practice, harpreet.kaur2@nhs.net, +44 7700 900 552

Janet Okoro, Ward Sister, University Hospitals Birmingham NHS Foundation Trust, janet.okoro@uhb.nhs.uk, +44 7700 900 419

■ EXTRA CURRICULAR ACTIVITY

Volunteer – St John Ambulance Birmingham

Jun 2023

Provide first aid cover at public events across Birmingham. Covered 18 events in the past year including Aston Villa home matches and the Birmingham Christmas Market.