

A DAY IN THE LIFE OF AN LCS HCA

Making every contact count

Welcoming approximately 50 patients every day

LCS Healthcare Assistants are often the first point of contact for patients attending a Lung Health Check. They help create a friendly, professional and reassuring environment, ensuring every patient feels welcomed and supported.

Patient assessments

- Welcome and register patients attending the clinic
- Measure and record height and weight accurately
- Support the collection of patient information
- Ensure clinical records are updated appropriately
- Escalate any concerns to the clinical team when required.

Delivering holistic care

Healthcare Assistants see the whole person, not just the appointment.

- Physical wellbeing
- Emotional wellbeing
- Lifestyle factors
- Social circumstances
- Individual patient needs and concerns.

Every interaction is focused on delivering compassionate, person-centred care.

Smoking cessation support

Helping patients take positive steps towards better lung health.

- Deliver Very Brief Advice (VBA)
- Discuss the benefits of stopping smoking
- Encourage healthier lifestyle choices
- Signpost patients to smoking cessation services
- Support national prevention and health promotion initiatives.



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Stock & clinic management

- Keeping the service running safely and efficiently
- Monitor and maintain clinical stock levels
- Order equipment and consumables as required
- Check stock expiry dates and storage requirements
- Ensure clinic rooms and mobile units are clean, organised and fully equipped
- Support infection prevention and control measures.

A typical day: 8:00am – 8:00pm

Delivering care in mobile community locations

- Prepare the mobile unit and clinic environment
- Complete equipment and stock checks
- Set up patient assessment areas
- Welcome and register patients
- Complete height and weight assessments
- Support clinic flow and patient experience
- Promote smoking cessation services.



Every patient. Every welcome. Every opportunity.