

The College Yard and Highnam Surgery

Job Description

Job title: Medical Secretary

Reporting to: Practice Manager

Hours of work: 20 or more a week over 4 days

Role summary:

To provide a high standard of general secretarial and administrative support to the Doctors, Practice Manager and other health care professionals involving audio typing skills along with administrative tasks. Always acting in a professional, efficient and courteous manner to patients, staff and other outside agencies.

Main responsibilities:

- To provide an efficient audio, copy typing for GPs, Practice Manager and Health Professionals as required. This includes the typing of letters, reports, patient referrals, minutes, memorandums, etc. in an accurate and timely manner.
- Organise referrals for the Doctors, either electronically through the e-referral tool, or manually.
- To liaise with hospitals and other agencies on behalf of patients and GP's in regard to appointments and admissions.
- To assist the Practice Manager with all clerical and administrative duties.
- Be familiar with the practice clinical computer system (EMIS), Microsoft Office applications, (Word & Excel) and also proficient use of the Internet.
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- To record all incoming private reports before sending to GP's for completing.
- To assist the completion of medical/insurance records
- To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
- To provide cover for members of the secretarial team and/or other members of the administration team during periods of sickness and annual leave.
- Scanning and coding of own referral paperwork

This job description is not intended to be exhaustive and the post holder will be expected to carry out additional or alternative tasks either on a temporary or permanent basis to facilitate the running of the practice.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health and Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Personal/professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Job revision

- This job is subject to revision following discussion with the post holder. The duties outlined above are subject to changes that may require implementation to meet the changing needs of the practice

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Medical Secretary/administrator Person specification

	Essential	Desirable
Education	GCSE or O Level or equivalent	
Knowledge, skills and experience	Secretarial experience	Knowledge, skills and experience in an NHS or private organisational environment Knowledge of up to date everyday requirements of general practice
	Excellent audio typing skills	Experience of working in general practice
	Excellent IT skills	Experience of EMIS Web software
	Experience of clerical and administrative work including setting up simple support systems and managing change	Knowledge of the internal and external workings of the NHS as it relates to general practice
	Attendance at meetings and the production of accurate notes as a record	
Skills and abilities	Good writing and spelling	
	Excellent communication skills including ability to listen; ability to record in writing both clearly and accurately; ability to produce clear, comprehensive correspondence and reports for internal and external purposes	Desire to build or progress a career in general practice
	Ability to use own judgment as to when help/assistance/intervention is required	Ability to plan strategically with the support of line management where necessary
	Intelligent, clear thinking and able to use initiative while maintaining safety at all times	Ability to make decisions, use own initiative and be innovative in relation to getting the job done in the best, safest and most effective way
	Adaptable and able to learn new tasks and work in a changing environment	Willingness to develop personally
	Able to take an overview and prioritise effectively.	
	Self-motivated, reliable and dedicated	