PLANE TREES GROUP PRACTICE

Medical Secretary / Administrator Job Description

Role in Practice: Contribute to the delivery of patient care in collaboration within the supervised environment in the Practice.

Responsible for: No supervisory responsibility for staff

Responsible to: Administration Manager

Accountable to: Practice Manager and Partners

Summary: The post-holder will be responsible for providing effective and efficient administrative support to the Partners and other Professional Staff.

Responsibilities:

Administration

- Have a thorough knowledge of all Practice policies and procedures
- Possess relevant administrative qualifications in line with person specification
- Have experience of medical terminology
- Work in accordance with written protocols
- Handle appropriate incoming and outgoing internal and external mail and action accordingly
- Liaise with patients, hospitals, Social Services, Health Authority and other outside agencies
- Photocopying, facsimile and filing duties
- Provide an effective and efficient reception service in a polite manner, taking messages as necessary and as directed
- Responding to all queries and requests for assistance from Patients and visitors, referring to appropriate person when necessary
- Update and file relevant documentation appropriately in medical records
- Maintain and update appropriate recording systems
- Process financial transactions according to Practice policy.

Information Technology

- Administer patient referrals making appropriate use of information technology. Being aware of waiting and operating lists (where required) and bookings in accordance with the standard procedures of the
- Obtain and integrate relevant patient information to provide medical reports
- Produce reports and letters in accordance with Practice policy
- Maintain and manage appropriate systems to monitor non-NHS income
- Follow systems for data security and protection
- Identify potential problems and deficiencies of the computer system.

Telecommunications

- Have working knowledge of telephone system and other related equipment
- Possess an excellent telephone manner.

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Human Resources

- Attend and contribute to staff meetings
- Identify needs for own training.

Other Tasks

- Ability to work within a team
- Ability to communicate with people at all levels
- Ensure building security – have thorough knowledge of doors/windows/alarm
- Be familiar with and adhere to Practice policies and procedures ensuring that Patient confidentiality is maintained at all times
- Possess the ability to self-motivate, organise and prioritise own workload
- To undertake any other responsibilities, within the scope of the grade, agreed through consultation to maintain a high standard and efficient administrative service.

You are requested to be flexible and the partners reserve the right to alter such fixed hours as may be considered necessary to ensure the Practice runs smoothly.