

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Medical Secretary</b>
<b>REPORTS TO:</b>	<b>Administration Manager</b>
<b>HOURS:</b>	<b>20 hours per week (TBA)</b>
<b>NHS SALARY BAND:</b>	<b>WLS band 4 £21,892 (FTE)</b>

### **Job Summary:**

The Medical Secretary (MS) will provide outstanding secretarial and administrative support for the partners and the practice. MS will support the Administration Manager in organising and managing the incoming hospital referrals ensuring accuracy and urgency. MS will prioritise and oversee patient letters, fee earning work and general letters for the partners. Responsible for ensuring that all relevant databases are updated with relevant information including patient records.

### **Job Responsibilities:**

#### **Secretarial**

- Accurate and timely typing of all referral and general letters including processing and coding
- Providing the midwives with copies of all pregnancy booking letters and recording the pregnancy using the correct READ code.
- Liaise with hospital secretaries and patients in expediting appointments and other queries
- Typing all official letters from the practice including patient letters, referrals, complaints, private fee work for partners, insurance etc. In addition ensuring that all documents sent and received are coded correctly on EMIS and other internal databases
- Dealing with and responding to reports from solicitors, insurance, occupational health, safeguarding, coroner etc. as per practice procedures
- Responsible for upkeep of all standard practice letters including, complaints, smears, diabetics, respiratory, death etc.
- Responsible for working with the Administration Manager to ensure all deadline are met

- Ensuring that all letters and documents leaving the practice are accurate and clear, as they represent the partnership

### **Administration**

- Support the Administration manager to cover general everyday practice administration including scanning, photocopying, shredding and filing.
- Responsible for housekeeping records both IT and manual.
- Responsible for managing the medical secretaries TASKS and DOCMAN systems, ensuring they are kept to a minimum and all issues are identified and reported to the Administration Manager and / or the Partners
- Responsible for running specific daily searches and reports in order to support with medication reviews, updating patient records, letters etc.
- Responsible for various letters e.g. Asthma, Cardiovascular, leaflets etc.
- Responsible for ensuring referral process goes smoothly and chasing individuals both in-house and externally to ensure timescales are met for best patient care
- Support the Operational Management Team with secretarial / Administration work as required
- Prepare and send invoices from XERO for fee earning work and chase when required for payment
- Supporting Partners will all aspects of 'student' administration including arranging appropriate patients for the students.

### **Confidentiality / GDPR:**

- 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.
- Post-holder must comply with the practice's GDPR policy at all times

### **Health & 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.
- Adhere to any risk assessments related to the post as identified by the line manager

### **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Safeguarding:**

It is the responsibility of all staff to be aware of their obligations and responsibility with regards to safeguarding. The post holder will be required to complete training in Adult & Child Safeguarding every 3 years at the level indicated for their role in the Intercollegiate Document. There is also ongoing training required in local safeguarding policies and procedures.

### **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 /sharing skills and activities to others who are undertaking similar work.
- The post-holder will share in the development and improvement of their work area to ensure efficiencies
- The post-holder will develop and promote team work within their area of work as well as other sections ensuring the smooth running of the practice for the patients

### **Quality:**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.
- Promote a positive experience attitude for all patients visiting the practice or over the phone.
- Promote and develop transparent working relationships with teams across the practice.
- Post-holder must always conduct themselves in a professional manner adhering to all guidance set in the staff handbook.

### **Communication:**

The post-holder should recognize the importance of effective communication within a team and will strive to:

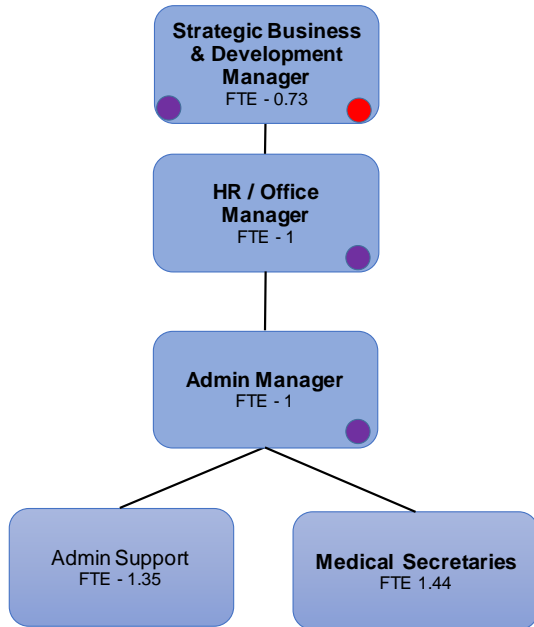
- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

### **Contribution to the Implementation of Services:**

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.
- Responsible for adhering to any changing guidance and procedures related to the role

## Responsibility Structure Chart



Date of post job description review	11/03/2022
Reviewed by	Nirmala Kumari
Job Title	Strategic Business & Development Manager
Date approved by Partner	17/06/2022
Name of Partner	Dr Jo Sherrington
Signature	<i>Jo Sherrington</i>

## Person Specification

**JOB TITLE:** Medical Secretary  
**REPORTS TO:** Administration Manager  
**HOURS:** 20 hours per week (TBA)  
**NHS SALARY BAND:** WLS band 4 £21,892 (FTE)

	<b>Essential criteria</b>	<b>Method of assessment</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE Maths &amp; English – pass</li> <li>• NVQ level 3 in Administration or equivalent</li> </ul>	AF
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working as a secretary for a busy office, preferably in a health care environment</li> <li>• Experience of databases e.g. System One / EMIS</li> <li>• Experience of working within a confidential environment within GDPR guidelines</li> </ul>	AF/ T/I
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise and organise own work load</li> <li>• Ability to manage deadlines and conflicting priorities</li> <li>• Ability to work within a team and on own within set protocol and guidance</li> <li>• Ability to share and support others</li> <li>• IT literate with intermediate to advanced Office 365 skills – Excel / Work/ Outlook</li> </ul>	AF/I/T
<b>Personality and disposition</b>	<ul style="list-style-type: none"> <li>• Professional</li> <li>• Friendly</li> <li>• Approachable</li> </ul>	AF/I
<b>Training</b>	<ul style="list-style-type: none"> <li>• Willing to attend any training required for the job and to meet the needs of the practice</li> </ul>	AF/I
<b>Physical requirements</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• All statutory checks will be carried out for this post including an enhanced DBS check</li> </ul>	

AF=application form, I= Interview, T=Test, R= references