

SHORE MEDICAL

JOB DESCRIPTION

Job title: MEDICAL SECRETARY

Reporting to: Operations Manager

Job summary:

To provide accurate, efficient and punctual medical secretarial/ administration support to Partners, GPs, Registrars and Practice Nurses.

Job responsibilities:

- To provide a high quality secretarial/ administration service to the Practice and Patients.
- Efficient, fast and accurate, processing and prioritising of referral letters, from both NHS e-Referrals and the private sector, using a digital dictation system.
- Reconciling transcriptions on return from the external audio transcription provider.
- Effectively operate the e-Referrals computer system including requesting e-Referral appointments and monitoring e-Referral status.
- Update patient records in a timely and accurate manner.
- Reconciliation of medical notes for new patients including summarising and coding.
- Coding of any incoming Safeguarding documents
- Keep GPs informed of updates as necessary.
- Deal with patient queries regarding referrals, including e-Referrals.
- Monitor 2 Week Wait referrals.
- Liaising with healthcare professionals, staff members, patients, solicitors and other external organisations to assist with the resolution and administration of queries.
- To help develop new ways of processing incoming paperwork and correspondence, including coding.
- Maintenance of Practice directory to include consultants, chiropodists and other services available outside the Practice.
- Answering the telephone and assisting receptionists with queries as required.
- Franking post and taking to Post Office, along with 'Signed For' parcels.
- To work confidentially at all times.
- To undertake additional tasks as required by the line manager or GP Partners.

This list is not exhaustive.

Confidentiality and Data Protection:

Confidential and personal information related to staff, patients and Shore Medical must not be disclosed within or outside the place of work, except in the proper discharge of duties. It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998, as outlined in practice policy and procedure.

Health and Safety:

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

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, the practice Staff Handbook and the practice Infection Control policy and published procedures. This will 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.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- Undertaking periodic infection control training as required.
- Reporting potential risks identified.

Equality and Diversity:

Shore Medical is committed to developing, supporting and sustaining a diverse workforce, representative of the community it serves, through the creation of a work environment where staff are able to do their jobs to the best of their abilities without having to face discrimination or harassment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the policies and measures adopted by the practice.

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

- Acting in a way that recognises 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.

Vulnerable Adults, Children & Young People:

All members of staff have a duty to safeguard and promote the welfare of vulnerable adults, children and young people in all relevant areas of their work. This will include timely attendance at relevant training events and compliance with practice 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 development 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.

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.

Communication:

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

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise 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 their own work.
- Participate in audit where appropriate.

Environment:

Working conditions will be office based requiring the use of display screen equipment. There may be occasional exposure to indirect emotional circumstances. The post holder may be asked to work across any of the 6 Shore Medical practices.

NOTE

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

Job Description Acknowledgement

I have received, reviewed and fully understand the job description for Medical Secretary/Administrator. I further understand that I am responsible for the satisfactory implementation of the essential functions described under any and all conditions as described.

Employee Name:

Employee Signature:

Date: