

JOB DESCRIPTION

JOB TITLE: **MEDICAL SECRETARY**

REPORTS TO: **Office Supervisor/Manager**

HOURS: **25.0 per week**

Job Summary

To provide general secretarial support to the Practice Manager, Doctors and Health Professionals involving word processing and audio typing skills with general clerical work as required

Job Responsibilities

- To provide an efficient audio, copy typing and word processing service for GPs and Health Professionals as required. This includes the typing of letters, reports, patient referrals, minutes, memorandums, etc. in an accurate and quality manner.
- To assist the Practice Manager with all clerical and administrative duties.
- To make appointments, bookings and admissions as required.
- To liaise with hospitals/other departments to ensure referrals and queries are made in a timely manner to ensure the delivery of effective patient care
- To liaise and arrange meetings (to include the booking of rooms) as required and to attend meetings and take minutes.
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- To establish and maintain follow up systems associated with patients' referrals and outcomes to ensure the continuity of patient clinical care within set timescales and adhering to practice guidelines, policies and procedures.
- To retrieve medical records and assist the completion of medical/insurance records.
- File patient records and correspondence in patient medical records.
- To receive incoming and initiate outgoing telephone calls to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
- To maintain the computer clinic system in an accurate and secure manner.
- To be responsible for collating information for audit purposes
- To provide cover for members of the secretarial team during periods of sickness and annual leave.
- Promote, monitor and maintain best practice in health, safety & security and all aspects of safeguarding
- In liaison with the office manager, maintain adequate supplies of office stationery in order to perform your secretarial duties.
- To receive and dispatch mail and maintain a pending system.
- To assist with note summarising procedures as required
- Use of appropriate clinical systems (e.g., Choose & Book/NHS e-referrals) and following up queries
- Any other duties appropriate to the role

Other Job Responsibilities

Confidentiality

- Maintain confidentiality of information, acting within the terms of the Data Protection Act 2018, with specific reference to the General Data Protection Regulations (GDPR) and Caldicott guidance on patient confidentiality at all times
- Maintain an awareness of the Freedom of Information Act
- 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 & Safety

- The post-holder will manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, and the Practice's Infection Control Policy and published procedures
- Comply with Practice health & safety policies by following agreed safe working procedures
- Actively report health & safety hazards and infection hazards immediately
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

Equality & Diversity

- The post-holder will support, promote and maintain the Practice's Equality & Diversity Policy
- No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families

Personal/Professional Development

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- The post-holder will participate in any training programme implemented by the practice as part of this employment, with such training to include
- Participating and compliance with training that is deemed to be mandatory in order for the individual to be able to perform the duties as outlined in this job description
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work (eg non-mandatory training), for which training modules will be provided by the practice

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 recognize the importance of effective communication within the 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
- 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 practice level audit activities where appropriate

Other Delegates Duties

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.

Due to General Data Protection Regulations (GDPR), we are required to advise and/or remind you that any personal data we hold about you as part of your employment with this practice is securely stored, appropriately maintained and accessible for you to view at any time.