

## THE BLACKMORE VALE PARTNERSHIP

<b>Job Title</b>	MEDICAL SECRETARY
<b>Reports to</b>	HR Manager
<b>Hours per week</b>	Full time/Part time (Negotiable)
<b>Pay Scale</b>	BAND 3B £20,824.53 - £22,682.12 pro rata

### Job Summary

To support the clinical teams in carrying out day to day administrative and clinical activity. The role is at the forefront of service delivery to patients providing a source of advice and problem-solving for patients.

To be responsible for undertaking a wide range of secretarial and administrative duties and the provision of administrative support to the practice and multidisciplinary team over the practice's sites.

Duties can include but are not limited to, the processing of information (electronic and hard copy) in a timely manner, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers in accordance with current policies, including the use of the electronic referral service (ERS).

Provide administration support to teams within the practice if required and requested by the practice manager/line manager.

### Primary Responsibilities

- To provide support to the Clinical Teams, and in the running of key systems and procedures such as enquiries, referrals, fit notes, medical reports, chasing hospital results and letters, the processing of information (electronic and hard copy) in a timely manner. This list is not exhaustive
- 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.
- Liaising with multidisciplinary team members and external agencies such as secondary care and community service providers in accordance with current policies, including the use of the electronic referral service (ERS). This may include liaising with external agencies such as hospitals, pharmacies, community teams (District Nursing, HV's, mental health etc), Local Councils, Coroners, Funeral directors, care and nursing homes to investigate and resolve issues on behalf of patients or clinicians
- Receive and record patient deaths on the clinical system. Inform staff as appropriate. Coordinate follow up action with GP, Undertaker, Coroner, Family, etc

- Administer the e-consult system according to the practice protocol
- To make appointments, bookings and admissions as required.
- 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.
- Support MDT meetings (child & adult safeguarding, GSF, Significant events) attend meetings and take minutes for circulation and retention for audit purposes
- Prepare clinical administrative documentation for Clinicians approval – this may include medical reports for Insurance, Solicitors, DVLA and may be paper based or electronic.
- 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 assist with the gathering of statistics and information when required.
- To provide cover for members of the team during periods of sickness and annual leave.
- In liaison with the clerk responsible, maintain adequate supplies of office stationery in order to perform duties.
- To receive and dispatch mail and maintain a pending system.
- To assist the practice manager with all clerical and administrative duties if required.
- 

### **Secondary Responsibilities**

In addition to the primary responsibilities, this postholder may be requested to:

- Partake in audit as directed by the audit lead
- Produce meeting agendas and record notes of meetings
- Provide administration support to teams within the practice

### **Generic Responsibilities**

#### **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

### **Safety, Health, Environment and Fire (SHEF)**

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 Health & Safety manual, 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 (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

### **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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **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

**Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the HR Manager.

**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

**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.

<b>Person Specification</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)	✓	
RSA/ECDL/CLAIT or proven keyboard experience		✓
Typing/Word Processing qualification		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a health care setting as a medical secretary		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills, including audio typing	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
Systemone user skills		✓
ERS user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Flexibility and adaptability to undertake a wide variety of tasks	✓	
Confidentiality	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Ability to take instruction	✓	
Disclosure Barring Service (DBS) check (actioned if successful)	✓	
Hold current drivers licence and access to transport	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.