

## **JOB DESCRIPTION**

**Job Title:**                   **Medical Secretary**

**Reports To:**               **Sian Powell and Emma Berry**

**Hours:**                    **15**

### **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.

### **Job Responsibilities:**

- To provide an accurate 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 establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- To undertake appointment bookings and referrals for the Dietitian
- To retrieve medical records and assist the completion of medical/insurance records.
- To receive incoming and initiate outgoing telephone calls in order 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 secretarial team during periods of sickness and annual leave.
- To receive and dispatch mail
- Liaise with patients regarding access to or copy of notes, ensuring all appropriate paperwork is completed
- Dealing with insurance requests from third parties
- Expedite appointments/tests as required
- Maintaining weightwatchers referral log and initiate the referral process under guidance of practice nurse
- Receive and log payments relating to non-NHS work
- To use Choose & Book to create referral/appointments for patients and liaise with Referral Management Service regarding queries
- Undertake alcohol AUDIT process and maintain osteopath log

### **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.

### **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.

### **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.

### **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.

### **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.