**Job Title: Medical Secretary**

**Base: The Derby Road Surgery**

Hours: 37.5 Hours per week

Salary: £23,888 - £25,838 Full Time Equivalent only

**Job Summary**

To provide secretarial and administrative support to the Doctors, Practice Manager and Business Manager to ensure the administrative burden for clinicians and team members is minimised. This will require a full range of IT & secretarial skills. Excellent communication skills are required. Whilst needing to be a team player is very important, an ability to work on one’s own initiative is fundamental to the post. The successful applicant will be self-motivating and willing to accept new tasks and challenges. Accuracy and attention to detail are essential qualities.

**Key Responsibilities**

* To provide an efficient copy typing and word processing service for GPs and health professionals as required. This includes the typing of letters, reports, patient referrals, etc. in an accurate and quality manner.
* Actioning referrals on SystmOne via tasks, ensuring forms have been completed correctly and sending them either by email or via e-Referrals.
* To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
* 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 provide cover for members of the secretarial team during periods of sickness and annual leave.
* In liaison with the clerk responsible, maintain adequate supplies of office stationery in order to perform your secretarial duties.
* To receive and dispatch mail and maintain a pending system.

**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 will have access to confidential information relating to patients and their carers, 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 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.

**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
* Monthly training sessions as necessary

**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

**Equal Opportunities**

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by the practice.

**Work Visa/ Permits/Leave to Remain**

If you are a non-resident of the United Kingdom or European Economic Union, you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Practice is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

**Code of Conduct**

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

**Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**Clinical Governance and Risk management**

The Practice believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting the Practice’s clinical governance agenda by:

* Taking part in activities for improving quality such as clinical audit
* Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
* Following polices, guidelines and procedures
* Maintaining continued professional development
* Clinical staff making entries into patient health records are required to follow any Practice standards of record keeping

**Information Quality Assurance**

As an employee of the Practice it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Practice requirements and instructions.

**Freedom of Information**

The post holder should be aware of the responsibility placed on employees under the Freedom of

Information Act 2000 and is responsible for helping to ensure that the Practice complies with the Act when handling or dealing with any information relating to Practice activity.

**Person Specification**

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| Factor | Essential | Desirable |
| Qualifications | * GCSE Grades A to C in English and Maths |  |
| Knowledge & Experience |  | * Experience of working in a GP Practice * Experience using SystmOne |
| Ability & Skill |  | * Very organised * Innovative * High level of accuracy and attention to detail * Able to prioritise workload * To have an interest in IT and its use in the workplace * Very presentable * Team player * Self-motivated * Excellent communication skills * High personal standards * Amenable nature/disposition |