

FRAMLINGHAM MEDICAL PRACTICE

JOB DESCRIPTION

JOB TITLE: Medical Secretary
REPORTS TO: Admin Team Lead
HOURS: *As per contract plus cover for holiday & sickness as required*

MAIN PURPOSES

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 over two sites.

Provide general assistance to the practice team and project a positive, professional and friendly image to patients and other visitors, either in person or via the telephone.

PRINCIPAL DUTIES AND RESPONSIBILITIES TO INCLUDE:

Administration

- To have a thorough knowledge of all practice policies and procedures.
- To work in accordance of written protocols
- Fax and photocopy as requested
- Completion of forms (paper or electronic) when requested.
- Word processing of letters and faxing of forms of referral
- Photocopy notes and correspondence required for insurance and Medico Legal Claims and ensure practice procedures are followed

Telephone & Communication

- Handle all telephone and general enquiries in a professional manner, referring urgent calls to clinical staff.
- Liaise with hospital and community staff as required

Computer

- Maintain our Electronic Referral Forms
- Ensure all Tasks and Notifications received via S1 are appropriately completed
- Ensure that emails on NHS.net are regularly read and processed as required

Medical Secretary

- 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 etc. in an accurate and quality manner.
- Processing of electronic referrals and use of Choose & Book and Map of Medicine as required
- 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 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.

PERSONAL RESPONSIBILITIES

Personal/Professional development:

- 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.

Other Tasks

- Attend regular Reception & Admin Team Meetings and Staff meetings as required
- Ensure building security – have thorough knowledge of doors/windows/alarm.
- Ensure that all mandatory training is completed on time and kept up to date
- Any other tasks or duties allocated by Team Leads, GP's or Practice Manager

***NOTES**

This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities as and when required by the Practice Manager & Partners.

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, 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.

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.

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.

Signed by Employee: _____

Name: _____

Date: _____