

MEDICAL SECRETARY

JOB DESCRIPTION

JOB TITLE: Medical Secretary

JOB HOLDER:

LOCATION: Burlington Primary Care
14 Burlington Road
Ipswich
IP1 2EU

REPORTS TO: Practice Manager

ACCOUNTABLE TO: Partners

HOURS: Specific hours between 7.00am – 6.30pm Monday – Friday; variable as agreed

1. DESCRIPTION OF THE ROLE:

- To provide efficient typing and word processing service for the Practice Manager, GPs and Health Professionals involving typing of letters, reports, patient referrals in an accurate and timely and quality manner.
- To schedule, compile and record patient information relevant to medical consultations with healthcare clinicians and associated medical correspondence.
- To facilitate and help manage requests for SARs as per GDPR legislation.

2. DIMENSIONS:

- To provide an efficient digital dictation, copy typing and word processing service for the GPs, Practice Manager and other Health Professionals as required. This includes the typing of letters, reports, patient referrals etc. accurately and to a high standard
- To be fully trained in the use of the e-referral appointments system, making appointments as well as being able to use and monitor the system on behalf of the Practice.
- To deal with all GP's incoming work attracting a private fee e.g. insurance report requests, Solicitors' requests, medicals etc. including the photocopying/printing off of patient records and the typing up of reports etc. from digital dictation as required.
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure
- To provide a high standard of patient communication, delivered with customer focus to practice population, adopting a professional and cordial manner at all times

- To retrieve medical records and process Solicitors'/insurance company's requests for copies of medical records in accordance with the Protocol
- Facilitate referrals to the appropriate Departments of the Ipswich Hospital and other organisations as required.
- Produce and submit invoices when required, adding the entry on the accounts spreadsheet. Check the accounts spreadsheet on a regular basis to ensure payment has been made and chase as necessary
- Maintain a spreadsheet for urgent and 2 week wait referrals and check on a regular basis to ensure that patient has been seen by the Hospital within the required timescale.
- 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 provide cover for members of the Secretarial Team during periods of sickness and annual leave
- Undertake additional duties that may reasonably be expected by the GPs or Practice Manager
- Facilitate and manage SARs requests
- Proficient use of SystmOne, DXS and other related software
- Use and understand medical terminology

3. Liaison

- Maintain effective communication and coordination with other relevant members of the Practice team.
- Maintain effective liaison with other agencies and staff concerned with patient care and all other disciplines within the practice, with appropriate regard to confidentiality.

4. Professional Development

- Attend and participate in meetings with other members of the practice team.
- Maintain continued education by attendance at courses and study days as deemed useful and necessary for professional development or the work being undertaken by the practice.
- To undertake a yearly annual review in accordance with the Practice Performance Management System.
- To ensure all CCG and Practice structured learning programmes are kept up-to-date (e.g. Mandatory training, e-Learning etc)

5. Infection Control

- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Routine management of own team / team areas

6. GENERAL RESPONSIBILITIES OF ALL PRACTICE STAFF:

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.
- The management of waste will be undertaken with due regard for the collection, handling, segregation, container management, storage and collection of material in line with Practice policies

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 any potential risks that may be identified.
- All accidents must be reported immediately to the Commercial Administrator. The post holder has a responsibility to submit a completed accident/incident report form.
- All adverse incidents concerned with equipment or premises must be reported immediately to the Commercial Administrator. The post holder has a responsibility to submit a completed accident/incident report form.

Equality & 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-judgemental and respects their circumstances, feelings, priorities and rights.

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.
- Contribute to and comply with the Practice policy for significant events and clinical audits.
- Work effectively with individuals in other agencies to meet the needs of patients.
- Effectively manage own time, workload and resources.

Communication:

The post holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise 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 audits where appropriate.

7. KNOWLEDGE SKILLS & EXPERIENCE:

- Experience of working in a busy Primary Care setting.
- Ability to identify own learning needs and those of any direct reports
- Sound knowledge and experience in use of the relevant clinical IT system.
- Confident, positive attitude towards the responsibilities of the role.
- Methodical approach with demonstrable organisation and prioritising skills
- Flexibility to provide cover for absences of other members of the team and to attend training sessions outside normal working hours if required.

8. COMMUNICATIONS & WORKING RELATIONSHIPS:

Internal:

GP Partners
Locum Doctors
Practice Staff
Attached Staff ie. Community Matron, District Nurses, Midwives, Health Visitor, Link Workers etc.
Patients of the practice

External:

Hospital Departments/Clinics
Pharmacists
Ipswich and East Suffolk CCG
NHS England
Social Services
Ambulance Service



9. JOB DESCRIPTION AGREEMENT:

This job description represents the current tasks and responsibilities of the role and may, from time to time, be subject to amendment to reflect the changing environment in Primary Care.

Job holder's signature _____ Date _____

Job holder's full name _____

Practice Manager's signature _____ Date _____