



St Melor House Surgery

Job description and person specification

Job title	Medical Secretary
Line manager and accountable to	Practice Manager
Hours per week	22.5 hours per week

Overall Job summary

The post-holder is a Medical Secretary.

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

Duties can include, but are not limited to, processing of secondary care referrals and community services to the correct pathway, processing of information (electronic and hard copy) in a timely manner, typing of letters/correspondence, reviewing waiting lists, liaising with multidisciplinary team members and external agencies, track referrals, reviewing rejected referrals, attending safeguarding meetings and appropriate note taking.

To be responsible for SNOMED CT coding of relevant information into patients' electronic healthcare records on the clinical system, adhering to the organisation's coding policy.

The post-holder will be an integral part of the general practice team.

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 outlined in this job description, the post holder may have access to confidential information relating to patients and their carer's,

practice staff and other health care 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 the confidentiality and the protection of personal and sensitive data.

Health and Safety

The post holder will assist in promoting and maintaining their own and other's health, safety and security as defined in the Practice health and 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
- Make 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 judgemental 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
- Attend monthly team meetings

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 teams performance
- Work effectively with individuals in other agencies to meet patient needs
- Effectively manage own time, workload and resources

Communication

The post holder should recognise the importance of effective communication within the team and 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

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

Primary key responsibilities

The following are the core responsibilities of the Medical Secretary in delivering health services. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

- a. Processing of secondary care referrals - type letters, reports, use referral templates and associated documentation as required and within the specified timescales as appropriate for the referral, booking and co-ordinating patient appointments
- b. Liaise with external agencies such as hospitals and community services, ensuring referrals are processed efficiently
- c. Manage all enquiries in an effective manner
- d. Track referrals as necessary
- e. Review rejected referrals and process accordingly
- f. Maintain an accurate referrals database
- g. Action all incoming email within a timely manner
- h. Process and code all safeguarding correspondence and attend relevant meetings
- i. Scan documentation and attach scanned documents to patients' healthcare records
- j. Accurately input and code SNOMED CT data on the clinical IT system
- k. Process referrals using the electronic referral system (ERS)
- l. Answer incoming phone calls, transferring calls or dealing with the caller's request appropriately
- m. Manage all administrative queries as necessary
- n. Conduct clinical system searches as requested
- o. Support all clinical staff with general administrative tasks as requested
- p. Maintain a clean, tidy, effective working area at all times
- q. Be an integral part of the general practice team
- r. Be aware of duties and responsibilities regarding current legislation and adhere to practice policies and procedures on Safeguarding Adults and Safeguarding Children
- s. Undertake all mandatory training and induction programmes
- t. Contribute to and embrace the spectrum of clinical governance
- u. Attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed

Wider responsibilities

In addition to the primary responsibilities, the Medical Secretary has the following wider responsibilities:

- a. Participate in local initiatives to enhance service delivery and patient care
- b. Produce meeting agendas and record the minutes of meetings
- c. Support and participate in shared learning

Person specification – Medical Secretary		
Qualifications	Essential	Desirable
A good standard of education, with an expectation of having both GCSE Maths and English at Grade C or above, or Functional Skills Level 2 in Maths and English	✓	
Typing qualification, i.e., OCR or RSA Diploma	✓	
NVQ Level 2 in Health and Social Care		✓
Level 3 in Medical Terminology		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a healthcare setting as a medical secretary	✓	
Knowledge and skills	Essential	Desirable
Excellent communication skills and effective in communicating and understanding patient needs	✓	
Competent in the use of MS Office and Outlook	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
Ability to use own initiative, discretion, and sensitivity	✓	
Understanding of clinical coding		✓
Ability to work as a team member and autonomously	✓	
Sensitive and empathetic in distressing situations	✓	
Good organisational skills	✓	
Clinical IT system user skills and the ability to record accurate notes	✓	
Ability to effectively utilise resources	✓	
Punctual and committed to supporting the team effort	✓	

High levels of integrity and loyalty	✓	
Clear, polite telephone manner	✓	
Flexible and cooperative	✓	
Understanding of safeguarding adults and children	✓	
Demonstrate personal accountability, emotional resilience and ability to work well under pressure		✓
Knowledge of and ability to work to key policies and procedures	✓	

Employee name: _____

Signed employee: _____

Signed Practice Manager: _____

Date: _____