

**Dr Hale & Partners
(Lister House Surgery)**

JOB DESCRIPTION

JOB TITLE:	Medical Secretary (<i>Patient referrals & general administrative support</i>)
ROLE HOLDER:	Vacant
MAIN LOCATION:	Lister House Surgery, with flexibility required to be able to work at our other sites at Oakwood Medical Centre, Lister House Chellaston and Lister House Coleman Street
REPORTS TO:	Assistant Practice Manager
HOURS & FTE:	Fulltime (37.5 hours per week, 1.0 WTE)
POST TERM:	Permanent Contract
APPRAISAL WITH:	Secretarial Supervisor
SALARY:	TBC
PENSION:	The role holder will be eligible to join the NHS Pension Scheme
UNIFORM:	None required

1. DESCRIPTION OF THE ROLE:

To work as part of the MSK Team, whilst also supporting the Practice's Secretarial Team in delivering high quality medical secretarial support. The role holder will be involved in the typing of referrals to secondary care services, as well as providing general administrative support for the MSK Team, GPs, other clinical staff and the Assistant Practice Manager.

2. DIMENSIONS:

- The post holder does not hold any budgets or have line management responsibilities.

3. STRUCTURE:

Will be provided as part of your induction.

4. KEY RESULT AREAS:

Medical secretarial support – about 80% of your time in an average week

- To provide an effective and comprehensive secretarial service to the MSK Department and the practice including typing of letters and reports to assist in the delivery of quality care to patients. This will involve using Lexacom Digital Dictation, TPP SystmOne Clinical System and the NHS Choose and Book system (or similar programme).
- To be responsible for the transcription and forwarding of all referral letters ensuring they are forwarded to the appropriate hospital departments in agreed timescales.
- To be responsible for the co-ordination of the cancer referral process as determined by National and local guidance and protocols.
- To respond to queries from both clinical staff and patients (referring to senior staff where appropriate) ensuring that all responses are efficient and effective.
- Checking for incoming faxes and distributing in line with practice protocol.
- Extensive use of GP clinical systems and linked software to update and store data in line with practice policy to ensure records are up to date and available for clinical staff at all times.
- Ensure relevant documentation is filed or scanned appropriately.

General administrative support – about 20% of your time in an average week

- To provide ad-hoc administrative support to all the practice team as required in order to maintain an adequate and continuous service for both patients and Practice Staff.
- Maintaining up-to-date templates within the clinical system, making the best possible use of tools such as Mail-merge to reduce the amount of data input required to a minimum.
- To retrieve information as required from both computer and manual systems.
- Receiving, logging and processing requests for medical reports from patients and patient representatives (e.g. solicitors and insurance companies).
- Advising members of the public (by phone, email or letter) about the Practice's medical reports protocol.
- Working to the Practice's Access to Records policies to assist in preparing and sending these documents within the legal timeframes and in a precise manner.
- Assistance in training new Clinicians in the use of the Lexacom Digital Dictation System.
- Photocopying patient notes as necessary.
- Preparing Practice signs or flowcharts etc. and laminating these as necessary.
- Taking minutes at Meetings, typing and distributing to relevant staff.
- Providing an Induction overview of your role as and when required.
- To work within the practice's agreed policies and guidelines where appropriate commenting on, updating and contributing to updating such policies
- Handling and sorting post as and when required.
- Providing initial front line IT support to staff, in particular clinicians when they have issues with PCs and Printers etc/

5. GENERAL RESPONSIBILITIES OF ALL PRACTICE EMPLOYED 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.

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 and 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.

6. KNOWLEDGE, SKILLS AND EXPERIENCE

	Essential	Desirable
Qualifications / Education	<ul style="list-style-type: none"> Minimum 5 GCSE at Grade C or above including English Typing or word processing Qualification RSA 2 (or equivalent) minimum, RSA Typing 3 (or equivalent) preferred. 	<ul style="list-style-type: none"> Audio transcription qualification or experience IT related qualifications
Knowledge/ Skills/ Training	<ul style="list-style-type: none"> Good working knowledge/ familiarity with Working Microsoft Office products Good interpersonal skills and the ability to communicate with a wide range of people. Ability to self-motivate, organise and prioritise own workload. A logical approach and particular attention to detail – preparing referral letters and accuracy for filing etc. The confidence and ability to approach clinical staff to clarify issues from audio or written material. 	<ul style="list-style-type: none"> NHS experience Recent audio typing experience Experience of Lexacom digital dictation system Experience of SystmOne TPP Clinical System
Experience	<ul style="list-style-type: none"> Recent relevant secretarial experience in a busy office environment. Understanding of Health and Safety policies and procedures. 	<ul style="list-style-type: none"> Medical secretarial experience Good understanding of medical terminology.
Other	<ul style="list-style-type: none"> Experience working effectively in teams. A confidential and methodical approach. Ability to take the initiative and a willingness to assist the wider Practice team. Ability to work flexible hours sometimes including overtime/ TOIL. A desire to expand professional knowledge and skills through training and development programmes. 	

7. COMMUNICATIONS & WORKING RELATIONSHIPS

External

Patients
Choose and Book helpdesk
Hospital departments/ clinics
External NHS staff

Internal

MSK Team, including GP's and
Physiotherapists
GP partners and GP salaried staff
Practice nurses/ HCA
Reception team
Other administrative colleagues

8. WHAT IS EXPECTED TO BE THE MOST CHALLENGING ASPECT OF THE ROLE?

The ability to prioritise workload, and to deal with patients in an empathetic manner at all times.

9. JOB DESCRIPTION PREPARED BY:

Name: Rachel Boldison

Title: Assistant Practice Manager

Date: 07 February 2020

Drafts considered by: Rachel Boldison

10. JOB DESCRIPTION REVIEWED AND AGREED BY ROLE HOLDER:

I agree that this document is a true and reasonable description of the duties I currently perform within my role. I undertake to meet with my line manager at least annually to review this document as required. I understand that this job description forms part of my contract of employment with the Practice.

Signed: _____

Full name: _____

Date: _____

Signed for the Practice: _____