

JOB TITLE: Medical Secretary

REPORTS TO: PRACTICE MANAGER

HOURS: 24 Hours per week

Job Summary:

To provide a comprehensive secretarial support to the Practice team with particular responsibility to the Partners correspondence, incoming and outgoing mail, facilitating Practice based meetings and aiding the process of liaison with patients, NHS colleagues and other professional bodies.

To ensure that the position is covered on a job-share basis for annual leave and sickness absence in accordance with Practice policy i.e. 37.5 hours per week minimum.

Major Responsibilities of the Post:

Correspondence

1. Undertake all secretarial correspondence by means of Audio or copy typing as appropriate.
2. Compile and prepare medical reports at the request of the Partners.
3. Open and date stamp all incoming mail and distribute in accordance with Practice policy.
4. Record all requests for non-NHS work, ensure these are distributed to the relevant member of personnel, completed and returned to the relevant professional body/patient. Keep accurate accounts of all associated finance in accordance with Practice policy.
5. Purchase stamps for mail and ensure appropriate postage is applied in accordance with weight guidelines.
6. Ensure all correspondence is despatched in a timely fashion and looks professional in its presentation.

Secretarial/Clerical Support

1. Liaise with NHS colleagues and other professionals at the request of the Partners or Practice Manager.
2. Follow up and investigate items as requested by the Partners or Practice Manager.
3. Liaise with patients on behalf of the Partners or Practice Manager as requested.
4. Ensure correspondence is scanned in accordance with Practice policy.
5. Facilitate practice meetings as directed by the Practice Manager.

Other Duties

Any other delegated duties considered appropriate to the position.

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 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.

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 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 audit where appropriate.