

WASHWAY ROAD MEDICAL CENTRE

JOB DESCRIPTION

Job Title:	Medical Secretary
Responsible to:	Practice Manager
Line manager:	Practice Manager
Main Purpose of post:	<p>To provide clinicians with an accurate and timely secretarial service primarily involving the referral of patients for secondary or social care.</p> <p>To assist patients with referral or appointment queries in a responsive, willing and helpful manner.</p> <p>To work with the doctors, support staff and other Primary Health Care Team (PHCT) colleagues, as a team, in helping to achieve a good standard of service for our patients.</p> <p>Special Requirements: Excellent standard of keyboard skills, preferably to RSA 2 level Excellent knowledge of medical terminology, preferably to AMSPAR level 2.</p> <p>Good IT skills preferably to ECDL Certificate level.</p> <p>Proficient use of digital dictation system.</p> <p>Good understanding, acceptance and adherence to the need for strict confidentiality.</p> <p>Ability to use own judgement, resourcefulness, common sense and local knowledge to respond to patients', carers' and visitors' enquiries and requests.</p> <p>Excellent communication skills and an ability to prioritise workload.</p>

PRINCIPLE RESPONSIBILITIES:

Secretarial Duties

- 1.1 Accurate and timely transcription of digital dictation to word processor according to current procedural standards; prioritising as appropriate.
- 1.2 Arrange hospital out-patient appointments and/or follow-up at GPs' request and inform Patients as appropriate.
- 1.3 Liaise with hospital colleagues as necessary.
- 1.4 Dispatch referral letters to secondary care, electronically, by fax or post to current procedural standards.
- 1.5 Respond to all queries from, or relating to our patients, or other visitors, taking account of appropriate confidentiality measures and where necessary after consulting with a doctor.

JOB DESCRIPTION - Medical Secretary continued -

Secretarial Duties

- 1.5 Pass accurate and timely messages to the doctors and other members of the PHCT.
- 1.6 Advise patients of relevant charges for private services, accept payment and issue receipt.
- 1.7 Provide word processing services relating to practice matters for other staff, on request.
- 1.8 Organise recall of patients on request, by letter, phone or face-to-face, opportunistically.

General Administration:

- 2.1 Pass accurate and timely messages to the clinicians and other PHCT members; take action as appropriate.
- 2.2 Maintain statistics regarding referrals for report and audit purposes.
- 2.3 Maintain information files regarding secondary care services and other professional agencies.
- 2.4 Update referral information and forms and communicate changes throughout the practice.
- 2.5 Actively participate in relevant audit topics.

IT System:

- 3.1 Maintain up-to-date patients' basic demographic data on computer.
- 3.2 File hospital and practice generated correspondence in medical records to current procedural standards.
- 3.3 Maintain periodic backup of information, stored safely according to current procedure.
- 3.4 Comply with all Data Protection Act and Caldicott principles in the handling of patient data.

General Duties:

- 4.1 Maintain close and effective liaison with colleagues.
- 4.2 Work collaboratively with colleagues across all teams to ensure good quality patient services.
- 4.3 Liaise and engage in timely communication with other PHCT professionals and sessional members, as necessary.
- 4.4 Responsible for safe use of equipment in own area.
- 4.5 Responsible for stock control for own area of work.
- 4.6 Understand and adhere to the practice's policies on security, infection control and Health & Safety regulations.
- 4.7 Understand and adhere to other statutory regulations that are required of the practice.
- 4.8 Attend and actively participate in mandatory training events and whenever possible in other relevant training events and practice meetings.
- 4.9 Actively participate in annual appraisal process.
- 4.10 Work towards achieving the year's organisational objectives.
- 4.11 Work flexibly to enable seamless cover for colleagues' annual, sick & study leave.
- 4.12 Undertake additional duties as may from time to time be necessary, commensurate with the post.