WASHWAY ROAD MEDICAL CENTRE

**JOB DESCRIPTION**

**Job Title: Medical Secretary**

**Responsible to: Practice Manager**

**Line manager: Practice Manager**

**Main Purpose of post: To provide clinicians with an accurate and timely secretarial**

**service primarily involving the referral of patients for secondary**

**or social care.**

**To assist patients with referral or appointment queries in a**

**responsive, willing and helpful manner.**

**To work with the doctors, support staff and other Primary Care Network (PCN) colleagues, as a team, in helping to achieve a good standard of service for our patients.**

**Special Requirements:**

**Excellent standard of keyboard skills, preferably to RSA 2 level**

**Excellent knowledge of medical terminology, preferably to**

**AMSPAR level 2.**

**Good IT skills preferably to ECDL Certificate level.**

**Proficient use of digital dictation system.**

**Good understanding, acceptance and adherence to the need for**

**strict confidentiality.**

**Ability to use own judgement, resourcefulness, common sense**

**and local knowledge to respond to patients', carers’ and visitors’**

**enquiries and requests.**

**Excellent communication skills and an ability to prioritise workload.**

PRINCIPLE RESPONSIBILITIES:

**Secretarial Duties**

* Accurate and timely transcription of digital dictation to word processor according to current procedural standards; prioritising as appropriate.
* Arrange hospital out-patient appointments and/or follow-up at GPs’ request and inform

patients as appropriate.

* Liaise with hospital colleagues as necessary.
* Dispatch referral letters to secondary care, electronically, by email or post to current

procedural standards.

* 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.

1

**JOB DESCRIPTION - Medical Secretary** continued -

**Secretarial Duties**

* Pass accurate and timely messages to the doctors and other members of the wider team.
* Provide word processing services relating to practice matters for other staff, on request.

**General Administration:**

* Pass accurate and timely messages to the clinicians and other team members; take action

as appropriate.

* Maintain statistics regarding referrals for report and audit purposes.
* Maintain information files regarding secondary care services and other professional agencies.
* Update referral information and forms and communicate changes throughout the practice.
* Actively participate in relevant audit topics.

**IT System:**

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

**General Duties:**

* Maintain close and effective liaison with colleagues.
* Work collaboratively with colleagues across all teams to ensure good quality patient services.
* Liaise and engage in timely communication with other professionals and sessional

members, as necessary.

* Responsible for safe use of equipment in own area.
* Responsible for stock control for own area of work.
* Understand and adhere to the practice’s policies on security, infection control and Health &

Safety regulations.

* Understand and adhere to other statutory regulations that are required of the practice.
* Attend and actively participate in mandatory training events and whenever possible in other

relevant training events and practice meetings.

* Actively participate in annual appraisal process.
* Work towards achieving the year’s organisational objectives.
* Work flexibly to enable seamless cover for colleagues’ annual, sick & study leave.
* Undertake additional duties as may from time to time be necessary, commensurate with the

post.

2

Updated 06/2022