

Medical Secretary

Job Description and Responsibilities:

- Patient record management – timely and accurate data entry, manage requests for access to records
- Administration – processing forms, photocopying, dealing with queries, support patients with paperwork, registration and record management
- Secretarial – audio touch typing of GP referrals and reports or complex documents
- Referrals – manage referrals using the appropriate system (e.g. e-referrals)
- Appointments – use relevant systems to make and manage appointments, including urgent appointments
- Liaise with local hospitals and other organisations and health professionals
- Process electronic tasks
- Telephone – receive and make telephone calls and respond to voicemails as required
- Ensure escalation of issues or urgent clinical cases to the appropriate person
- Workflow – processing clinical letters and ensuring continuity of care
- Patient tasks and emails/E-consults
- Take meeting minutes as required
- General administrative duties
- Handle sensitive and confidential information
- Recognise and report issues relating to safeguarding vulnerable children and adults

Qualifications

- Educated to GCSE level or equivalent

Skills and Experience

- Patient/ Customer facing work experience (ideally within General Practice/Primary Care)
- Strong IT skills, including typing and use of Microsoft Office
- Excellent verbal and written communication skills
- Ability to work as part of a team
- Excellent organisation and time management skills
- Experience of administrative duties

Training

- EMIS & SystmOne training – Core Admin Introduction
- Statutory and Mandatory training: Adult Safeguarding – Level 1, Child Safeguarding – Level 1, CPR/Resuscitation – Level 1, Data Security Awareness – Level 1, Equality and Diversity and Human Rights – Level 1, Fire Safety – Level 1, Health, Safety and Welfare – Level 1, Infection Control – Level 1, Moving and Handling – Level 1, Conflict Resolution – Level 1, Preventing Radicalisation – Basic Awareness
- Additional practice-based training where required

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The above list serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform different tasks as necessitated by the development of this role, which may vary across practice locations.