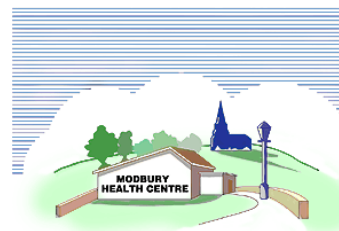


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MODBURY HEALTH CENTRE – JOB DESCRIPTION
JOB TITLE – MEDICAL SECRETARY/RECEPTIONIST
REPORTS TO: PRACTICE DEVELOPMENT MANAGER AND DEPUTY

JOB SUMMARY:

To provide an accurate, efficient and punctual medical secretarial support to the GPs, Partners, Management, Nurses and Admin.

The confidential liaison between GPs, Partners and Patients

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general assistance to the Practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone

MAIN DUTIES

Job Responsibilities: Medical Secretary

- ☐ To work with all members of the support team to ensure workload is completed in a timely and efficient manner.
- ☐ To provide a first class secretarial service to the Practice and Patients.
- ☐ The efficient processing of referral letters from the lexacom dictation system.
- ☐ Responsible for minute taking at meetings and their timely production and distribution as requested.
- ☐ Preparation and production of document templates, i.e. Hospital referrals, etc.
- ☐ Effectively operate the Choose and Book Referral computer system.
- ☐ Clinical system recording for both hospital and private referrals.
- ☐ The co-ordination and administration of requests from Solicitors, Partners and GPs for patient records in-line with GDPR as appropriate
- ☐ Liaising with Healthcare Professionals, Patients, Solicitors and other External Organisations to assist with the resolution and administration of queries.
- ☐ Audit trail for referrals – ensuring referral process is completed by clinicians.
- ☐ Answer telephones daily and assist reception function when required.
- ☐ Deal with all general enquiries, explain procedures and make new and follow-up appointments.
- ☐ Using your own judgment and communication skills ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
- ☐ Explain Practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed.
- ☐ Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.
- ☐ Enter requests for home visits into the visit screen, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor.
- ☐ Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same.
- ☐ Enter patient information on to the computer as required.

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| <input type="checkbox"/> Make and serve refreshments, ensure the kitchen is kept clean and tidy and air and tidy the waiting room in turn with other staff. |
| <input type="checkbox"/> Premises: On a rota <ul style="list-style-type: none"> • Open up premises at the start of the day when first to arrive, de-activate alarm and make all necessary preparations to receive patients. • When last to leave at the end of the day, ensure that the building is totally secured, internal lights are off, windows are closed and the alarm activated. |
| <input type="checkbox"/> Ensure that all new patients are registered onto the computer system promptly and accurately |
| <input type="checkbox"/> To retrieve medical records and assist the completion of medical/insurance records as appropriate. |
| <input type="checkbox"/> File patient records and correspondence in patient medical records. |
| <input type="checkbox"/> To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries. |
| <input type="checkbox"/> To assist maintaining the computer clinic system in an accurate and secure manner. |
| <input type="checkbox"/> To assist with the gathering of statistics and information when required. |
| <input type="checkbox"/> Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Development Manager. |

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| Confidentiality: |
| <input type="checkbox"/> 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 |
| <input type="checkbox"/> 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 |

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| 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: |
| <input type="checkbox"/> Using personal security systems within the workplace according to Practice guidelines |
| <input type="checkbox"/> Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks |
| <input type="checkbox"/> Making effective use of training to update knowledge and skills |
| <input type="checkbox"/> Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards |
| <input type="checkbox"/> Reporting potential risks identified |

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| Equality and Diversity: |
| The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include: |
| <input type="checkbox"/> 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 |
| <input type="checkbox"/> Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues |
| <input type="checkbox"/> 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: |
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| The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include: |
| <input type="checkbox"/> Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development |
| <input type="checkbox"/> Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work |

| Quality: |
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| The post-holder will strive to maintain quality within the Practice, and will: |
| <input type="checkbox"/> Alert other team members to issues of quality and risk |
| <input type="checkbox"/> Assess own performance and take accountability for own actions, either directly or under supervision |
| <input type="checkbox"/> 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 |
| <input type="checkbox"/> Work effectively with individuals in other agencies to meet patients needs |
| <input type="checkbox"/> Effectively manage own time, workload and resources |

| Communication: |
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| The post-holder should recognise the importance of effective communication within the team and will strive to: |
| <input type="checkbox"/> Communicate effectively with other team members |
| <input type="checkbox"/> Communicate effectively with patients and carers |
| <input type="checkbox"/> Recognise people's needs for alternative methods of communication and respond accordingly |

| Contribution to the Implementation of Services: |
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| The post-holder will: |
| <input type="checkbox"/> Apply Practice policies, standards and guidance |
| <input type="checkbox"/> Discuss with other members of the team how the policies, standards and guidelines will affect own work |
| <input type="checkbox"/> Participate in audits where appropriate |
| <input type="checkbox"/> Be responsible for lead SOPs |

Date: July 2019