**MEDICAL SECRETARY**

Vida Healthcare is currently looking for reliable and hardworking person to join our:

**Medical Secretarial team.**

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then this could be the ideal role for you.

You must be able to work collaboratively with the general practice team to meet the needs of patients. High quality service delivery, complete confidentiality and patient satisfaction are an absolute priority.

We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication, and excellent attention to detail and commitment to quality of service delivery.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.

**Hours and Pay:**

**Permanent Position**

**30/35 hours per week available (part time / job share hours considered)**

**Hours to be worked over morning and / or afternoon sessions per week**

**Competitive Salary (circa £11.51 per hour)**

Please apply by email to poppy.foley@nhs.net with your application.

**Committed to Equal Opportunity.**

**Q: What makes Vida Healthcare an award winning organisation?**

**A: The highly motivated people who work here and their enthusiasm for what we do and stand for.**

To ensure that we remain at the forefront of health care, we recruit individuals whose passion, drive, integrity, initiative and customer orientation shines through. If you are interested in joining a forward thinking, passionate and professional organisation, then we would love to hear from you.

**Job Description – Medical Secretary**

**Purpose**

To contribute to the healthcare of the practice population of Vida Healthcare by ensuring that you act as the first point of contact and support for all patients and visitors when necessary.

**Job summary**

To contribute to the healthcare of the people of Vida Healthcare by having excellent communication skills. Sound audio typing and computer skills are essential with the ability to prioritise workload.  Good interpersonal skills necessary to liaise between the PMS team, internal and external NHS agencies.  You will also provide an operational support service to all clinical and practice staff, ensuring good quality service delivery, confidentiality and patient satisfaction is a priority.  Following practice protocols and procedures.

The post-holder will work within a small team.

Due to the Practice’s commitment to continuous improvement, it is likely that the post will evolve over time. These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder.

**Duties and Responsibilities**

* To maintain a professional and effective secretarial service to GPs.
* To audio type from the digital dictation system, prioritising all red flag tasks and letters within 48 hours. To deliver routine work within a week of it being requested.
* To administer GP patient referrals through the ‘e.referral’ system.
* To provide administrative services for AITS, Cataract, LARCS, Minor Surgery services.
* To be the link person for palliative patients so that they have a direct contact.
* To provide telephone and face to face access for patients to discuss referrals. To deal with customers in a calm and sympathetic manner, working at a continuously high pace under pressure to deliver high levels of accuracy.
* To support patients who may have a problem and offer viable solutions to them.
* To deal with all information sensitively and in accordance with confidentiality guidelines.
* To support other secretarial colleagues when workload permits, sometimes at short notice.
* To update medical records as required.
* To collate e.referral Information for reporting purposes.
* To take minutes and collate agendas for Multi-Disciplinary team meetings.
* To be involved in demonstrating/ training any new or bank staff employed regarding the operating systems within the office.
* To follow and comply with all policies and procedures, reporting concerns as appropriate.
* Fulfilling personal responsibilities for all matters relating to health and safety and risk management.
* Partake in any training indicated by the Management team, as appropriate for personal and professional development.
* Other relevant duties, including projects, as agreed with the Management team.

**Person Specification**

**Knowledge and Experience**

* Dealing with customers (essential).
* Written and verbal communication skills (essential).
* Good keyboard skills (essential).
* Minimum 2 GCSEs grade C or above in Mathematics and English or equivalent (essential)
* Administration Qualification at NVQ 4 (desirable)
* Working knowledge of Microsoft products such as Office (desirable).
* Up to date awareness of the NHS (desirable).

**Skills**

* Demonstrable experience of communicating and liaising politely and positively with internal and external customers – face to face and on the telephone, whilst taking into account the confidential nature of the post. (essential).
* Able to maintain, input and monitor information on computer systems – such as SystmOne and Microsoft Office Applications (essential).
* Excellent time management – ie ability to work effectively to strict deadlines (essential).
* Able to make decisions under pressure whilst maintaining a positive communication style (essential).

**Behaviours**

* Committed to excellence – ie driven to deliver a service of superior quality (essential)
* Ownership – willing to take on additional responsibilities to ensure a first class service is delivered (essential)
* Demonstrates commitment to fairness and equality (essential)
* Responsive and positive about change (essential)
* Be able to work both as part of a team and as an individual (essential)
* Able to accept direct instructions and to follow procedures(essential)
* Good organiser, and stays calm under pressure (essential)
* Be comfortable working with all levels of organisation (essential)
* Energy, resilience and flexible approach to work (essential)
* Sense of humour and sense of proportion (essential)

# Additional Requirements

* An ability to travel to geographical locations within the locality.
* An ability to use own judgement, resourcefulness, common sense and local knowledge to respond to users’ enquiries and requests (essential)
* An understanding, acceptance and adherence to the need for strict confidentiality (essential)

**Desirable Criteria**

* Previous experience of supporting clinicians in a GP Practice or NHS setting – or equivalent
* 5 GCSEs grade C or above, or equivalent