**HOVETON & WROXHAM MEDICAL CENTRE**



Job Title: **MEDICAL SECRETARY**

Reports to: Administration Manager

**Main purpose of role**

To provide secretarial support to the Doctors, clinical and management teams.

**Key Relationships**

Partners, salaried doctors, registrars, Practice Manager, Nurse Practitioners and Nursing Team, all other Practice staff, other local care providers, patients and their carers. A good working relationship should be maintained between all surgery staff and attached staff at all times and you should work towards engendering a team approach to the benefit of all.

As you will be dealing with personal details regarding patients daily, you must ensure that you maintain total confidentiality in that no information about patients, either medical or personal, is disclosed to persons other than those employed by, or attached to, the Practice for whom such information is relevant.

**Job Responsibilities**

* To provide an efficient audio, copy typing and processing service for clinical staff as required in an accurate and timely manner, which includes referrals and letters, reports, minutes etc as requested.
* Administering referrals through ERS (electronic referral service) and other referral portals, keeping SystmOne up to date and accurate.
* Liaising with the Referral Management Service and Hospital Outpatient Booking Services to manage patient referrals.
* Processing non ERS referrals via the relevant pathway.
* Processing tasks relating to patients.
* Receiving incoming and initiating outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries and ensuring data entered into patients’ notes is accurate and relevant.
* Liaising with secondary care providers and other professionals by telephone as and when required.
* Processing requests for medical reports from outside agencies (such as DWP, Local Councils) copies of medical notes, ensuring correct consent has been identified and received, handling and processing Private letters and proformas (DVLA medicals, firearms applications) advising on fee and arranging payment.
* Reassigning bloods, post for absent GP’s to their respective buddy when needed.
* Updating the e-Referral worklists weekly and investigating any unbooked appointments.

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* Covering sickness and holiday absences for the Secretarial Team.
* Communicating politely and effectively with patients, carers and colleagues and to support the provision of a seamless co-ordinated multidisciplinary service through good communication and working collaboratively with clinical colleagues and other agencies.
* Maintain referral spreadsheets for ERS referrals and all word referrals and letters.
* Notifying patients and secondary care providers of results/ medication changes etc. by phone, email and/or letters.
* Monitoring the secretarial email account and ensuring all emails are actioned.

In addition, the post holder is to:

* Read and follow all standard operating procedures always including CQC protocols maintaining the highest levels of service delivery to patients, doctors, staff and external providers.
* Always read and follow the approved Information Governance policy maintaining the highest levels of confidentiality regarding patient, colleague and commercial information and to report any breach or suspected breach immediately.
* At all times, to maintain the highest standard of behaviour, to comply with and follow Practice policies, protocols and procedures e.g., health and safety, equality and diversity and to report any breach or suspected breach immediately.
* To undertake regular training and personal development and to attend staff meetings.
* To undertake any other activities that may from time to time be reasonably requested by the Operations Manager, the Practice Manager or the Partners.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.