

**Streamside Surgery  
Thornbury Health Centre  
Job Description**

**Job Title:** Medical Administrator

**Reports to:** Administration Manager

**Hours:** TBC hours per week

**Job Summary:**

To provide an efficient and timely medical administration/ secretarial service for clinicians within the practice.

**Job responsibility:**

**Secretary responsibilities**

- Process referrals electronically using E-referrals system.
- Transcribe and type referral letters, general correspondence and medico-legal reports as required by the GPs or other clinicians.
- Send and receive correspondence via NHS Mail on behalf of GPs, ensuring responses received are scanned into patients records within the EMIS clinical system. Informing GP's where appropriate.
- Process referrals requiring prior approval of funding for treatment and ensure GPs are informed of the outcome, process onward referral if funding successful.
- Process and code completed referral forms through E/Referral, email or post.
- Upload new/amended referral forms into the EMIS clinical system. This will include formatting the documents and ensuring an accurate and up to date database of referral forms is maintained. Advise GPs of any amendments to referral forms and ensure new GP's are signposted to correct pathways.
- Keep and maintain an accurate database of secretarial information and referral processes; liaising with GPs in regards to any changes.
- Check E-referrals worklists and emails daily and action as necessary.
- Make telephone calls and enquiries to hospitals and other establishments on behalf of the GPs as and when necessary, in particular regarding hospital appointments and clinical documents.

- Effectively manage telephone enquiries from patients regarding their referrals and the referral process.
- To ensure that all incoming and internal patient correspondence is stored on/in the patients' medical record and relevant information is coded.
- To be able to locate documents as needed by the clinical and non-clinical staff
- To carry out administrative related tasks as delegated by the doctors and non-clinical staff

### **Workflow Duties**

- Sort and date stamp all incoming patient-related mail.
- Scan patient-related documents onto their medical record using read codes as agreed by the clinical team
- Add any additional information about the source of the document
- Identify actions
- Complete actions such as arranging appointments and forwarding correspondence
- Where appropriate, forward the document to the doctor or nurse who initiated the referral or who is most appropriate to receive the information
- Ensure incoming letters are scanned onto the patient record within a 48/72-hour timescale
- Scan all internal paper documents on to the relevant patients' record and then store the documents in line with surgery procedures.

### **Confidentiality:**

- 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
- 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

## **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:

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

## **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- 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
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- 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:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

## **Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk

- Assess own performance and take accountability for own actions, either directly or under supervision
- 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
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

### **Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

### **Duties and Responsibilities**

- Take action as directed by other team members
- Follow practice protocols to ensure consistent and high quality care is provided to our patients
- Carry out administrative tasks relating to patient records, including filing, document management and ensuring patients can access reports, prescriptions and that they are easily accessible.

**This job description is a guide and as such is not exhaustive**