

Horfield Health Centre
Lockleaze Road, Bristol BS7 9RR
Tel: 0117 9695391

www.horfieldhealthcentre.nhs.uk

JOB SPECIFICATION – MEDICAL SECRETARY

RESPONSIBLE TO: Administration Manager

JOB SUMMARY: The Post holder will work within a team of 7 Medical Secretaries and Administrative Assistants to provide secretarial services and support to the General Practitioners and Managers with the use of computer and WP technology.

PRINCIPLE RESPONSIBILITIES:

- Audio/copy typing of all medical and confidential correspondence for the General Practitioners with the ability to be conversant with medical terminology.
- Liaising directly with patients upon any matter relating to General Medical Services at the request of the General Practitioners.
- Scanning and coding hospital letters onto medical records within EMIS web. EMIS web is our medical computer system.
- Using EMIS web, Choose & Book, Microsoft Office, Outlook, eRef, Remedy and other relevant software.
- Typing legal reports.
- Providing information to the General Practitioners concerning the availability of Consultants and other clinic services.
- Arranging appointments for patients as required, compiling letters of referrals as Appropriate.
- Preparation/updating of chronological records and computer inputting of relevant medical information.
- Liaising with General Practitioners with reference to problem summaries and queries arising from one's duties.
- Achievement of performance standards in place for the role – currently these cover audio-typing and scanning work and will be reviewed and updated from time to time.
- Maintaining stationery supplies as required.
- Train and supervise staff as requested.
- Attend appropriate training as required.
- Work within all relevant practice policies and procedural guidelines
- Be familiar with rules on Health and Safety matters and the correct procedure in case of a fire.
- Maintain strict confidentiality at all times, on all matters relating to patients, General Practitioners and other staff in accordance with current Data Protection legislation
- Any other relevant duties that may be required from time to time.

REVIEW: This is not a complete and final statement of duties and responsibilities, and may be subject to review and amendment in the light of changing needs.

PERSON SPECIFICATION

Ideally we would like to appoint someone as follows:

1. **Competencies** – Able to deal with people professionally even when under pressure. Strong inter-personal and communication skills. Being flexible and liking to work within a team. Comfortable working with computers.
2. **Qualifications and training** – Relevant Audio Typing skills. Previous training in healthcare, IT or customer service would be helpful.
3. **Experience** – In a healthcare environment or customer service would be helpful. As important is the ability to learn, with training provided, the necessary skills in these areas.
4. **Organisational fit** – A good team worker who believes in customer service
5. **Special Requirements** – To be able to maintain confidentiality. To be able to deal with patients sensitively.
6. **Organisational progression** – The practice is committed to staff training and continuous professional development. The successful applicant will be prepared to attend training sessions and to put the learning into practice. All staff are appraised annually by a line manager.

TERMS AND CONDITIONS

SALARY SCALE: £8.95 - £9.95 per hour depending on experience.

30 hours per weeks, usually between the hours of 8.30am -6.00pm Monday to Friday, though this is subject to change in light of changing business needs. Salary will be payable at calendar month intervals in arrears by bank credit. Lieu time is given for additional ad-hoc hours.

ANNUAL LEAVE:

Length of service	Annual leave and General Public Holidays
On appointment	27 days + 8 days
After 5 years' service	29 days + 8 days

The definition we are using for length of service is continuous employment undertaken within our general medical practice. Staff who are contracted to work less than 5 days a week will be entitled to paid holidays (including bank holidays) pro-rata to the number of holidays (including bank holidays) for those contracted to work 5 days a week.

PENSION SCHEME:

Staff are eligible to join the NHS pension scheme

REVIEW:

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Jobdesc July 2019