

## **Medical Secretary Job Description**

### **Main Duties of the job**

This is an essential role at the practice, providing an efficient, comprehensive secretarial and administrative support service to the practice clinical team.

Providing a full secretarial service for all GPs and health professionals as required. This mainly includes sending referrals via eRS and email, using Ardens templates and formatting letters, reports, and any other correspondence in an accurate and timely manner.

Dealing with hospital, clinical, patient and practice queries via phone and email regarding hospital appointments, correspondence and treatments.

Following up GP requests for information.

Managing advice & guidance provided.

Processing death certificates/cremation forms.

Providing template letters/forms for use by the practice, as required.

Maintaining the computer-based clinic system in an accurate and secure manner.

Assisting with the gathering of statistics and information, when required.

Maintaining an accurate referrals database.

### **Job Description**

We are looking for an experienced medical secretary to join our busy practice.

We are seeking a team player who is well organised and has excellent verbal and written communication skills. Good IT skills are essential for the role and the candidate should be proficient with Microsoft Office. We are looking for someone who can prioritise tasks, is flexible, and would be able to cover holidays and sickness.

To provide an efficient copy typing and word processing service for GPs and health professionals as required. This includes the typing of letters, reports, and patient referrals in an accurate, timely and quality manner.

Utilising e-referrals and maintaining an up to date and comprehensive knowledge of referral destinations and specialist clinics where required e.g. advice and guidance requests.

Dealing with clinician queries e.g. chasing replies or test results from hospitals, finding a speciality doctor or hospital, sending referrals to another hospital/consultant as needed.

Processing all referrals and other documents. This involves creating referrals via Emis, printing and posting paperwork to patients- also dealing with phone calls from patients regarding queries e.g. mislaid paperwork, changing clinic types and changing referral urgency.

Processing referrals from patient clinical documents without the need for additional clinical input.

Having sufficient knowledge to create onward referrals with minimal input from clinicians.

Being the first point of contact for hospital queries such as emails and calls from hospital secretaries.

Dealing with queries from patients regarding referrals. This includes chasing or following up with clinicians if referrals have not been made.

Prioritising referrals based on clinical need and urgency.

**Private fee work:**

Process and record all incoming requests relating to private fee work i.e. insurance, DWP, DVLA, requests for medical reports and requests by patients for private letters etc

Recording and tracking the progress of private fee requests on a spreadsheet.

Calculating fees based on pre-agreed practice costs and charges and sending invoices to patients and third party companies for private fee work.

Photocopying and printing medical records to support insurance applications.

Completing certain sections of insurance reports before passing to the clinician for completion.

Utilising IGPR system for medical report and requests.

Completing sections of reports based on knowledge of reports and what information is needed. Completing pre-payment forms and checking for payments with Practice Manager. Once payment is received then assigning report to GP to complete before sending off to insurance provider once completed.

Dealing with queries with regards to private fee work. This will include speaking with patients, insurance companies and any other outside agencies. If a query differs from practice protocol or there is an issue with processing a request, then liaising with the GP will be required.

**Subject Access Requests (SARS):**

Process and record all Subject Access Requests, including utilising IGPR system.

Arranging for required records to be available for GP to redact and check when required (whether this be printed records or via IGPR).

Once the records are redacted, arranging for them to be made available to the patient or third party that made the original request. If the request is via IGPR then the records will be securely emailed directly. If paper records are printed, then these will need to be released in line with practice policy.

## **Experience**

### **Essential**

- Experience of working in a health care setting as a Medical Secretary
- Experience of using EMIS and other clinical software
- Experience of Microsoft Office software
- Experience of administrative duties

### **Desirable**

- Knowledge of primary care in the NHS.
- Experience of audio typing.

## **Skills**

### **Essential**

- Excellent communication (oral and written) skills and outstanding interpersonal skills
- Excellent keyboard and computer skills
- Ability to listen and empathise
- Appropriate IT knowledge, skills and experience
- Competent in the use of Microsoft Office and Outlook
- Negotiating skills and problem solving
- Good time management
- Ability to follow policy and procedure

## **Qualities**

### **Essential**

- An understanding, acceptance and adherence to the need for strict confidentiality
- Ability to use own judgement, resourcefulness and common sense
- Ability to work without direct supervision and determine own workload priorities
- Ability to work as part of an integrated multi-skilled team
- Pleasant and articulate
- Able to work under pressures
- Able to work in a changing environment
- Able to use own initiative
- Honest, caring, pleasant, sympathetic, good humoured and displays integrity at all times
- Willing to work flexible hours as necessary
- Empathetic understanding of patients needs and expectations

**\*\*UNFORTUNATELY, WE CANNOT OFFER SPONSORSHIP FOR THIS ROLE\*\***