



Grimston Medical Centre

Job Title	Medical Secretary
Line Manager	Practice Manager
Accountable to	GP Partners/Practice Manager
Hours per week	15 hours per week

Job Summary:

To be responsible for undertaking a wide range of secretarial and administrative duties and the provision of administrative support to the multidisciplinary team.

Duties can include, but are not limited to, the processing of information (electronic and hard copy) in a timely manner, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers in accordance with current policies. Furthermore, duties can also include supporting the administration and receptionist teams as required.

To be responsible for SNOMED CT coding of relevant information into patients' electronic healthcare records on the clinical system, adhering to the organisation's coding policy.

The post-holder will be an integral part of the general practice team.

Main Responsibilities:

The following are the core responsibilities of the Medical Secretary in delivering health services. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

- Type letters, reports and associated documentation as required and within the specified timescales as appropriate for the referral
- Liaise with external agencies such as hospitals and community services, ensuring referrals are processed efficiently
- Manage all enquiries in an effective manner
- Maintain an accurate referrals database
- Action all incoming email/accrux messages within a timely manner
- Process incoming letters as requested
- Scan documentation and attach scanned documents to patients' healthcare records
- Process referrals using the electronic referral system (ERS)

- Answer incoming phone calls, transferring calls or dealing with the caller's request appropriately
- Manage all administrative queries as necessary
- Conduct clinical system searches as requested
- Support all clinical staff with general administrative tasks as requested
- Maintain a clean, tidy, effective working area at all times
- Be an integral part of the general practice team
- Be aware of duties and responsibilities regarding current legislation and adhere to practice policies and procedures on Safeguarding Adults and Safeguarding Children
- Undertake all mandatory training and induction programmes
- Contribute to and embrace the spectrum of clinical governance
- Attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed

In addition to the primary responsibilities, the Medical Secretary has the following wider responsibilities:

- Participate in local initiatives to enhance service delivery and patient care
- Produce meeting agendas and record the minutes of meetings
- Support and participate in shared learning
- Process requests for information i.e., SAR, insurance/solicitor's letters and DVLA forms
- Accurately input and code SNOMED CT data on the clinical IT system

Generic Responsibilities:

All staff at Grimston Medical Centre have a duty to conform to the following:

Equality, Diversity and Inclusion (ED&I)

A good attitude and positive action towards Equality Diversity & Inclusion (ED&I) creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness; it is morally the right thing to do and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership,

pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

Grimston Medical Centre is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team and others and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the:

- Health and Safety at Work Act 1974
- Environmental Protection Act 1990
- Environment Act 1995
- Fire Precautions (workplace) Regulations 1999
- Other statutory legislation which may be brought to the post holder's attention

Confidentiality

At Grimston Medical Centre, we are committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

Quality and Continuous Improvement (CI)

To preserve and improve the quality of Grimston Medical Centre's outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.

The responsibility for this rests with everyone working within at Grimston Medical Centre to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.

At Grimston Medical Centre, we continually strive to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

Induction

We will provide a full induction programme, and management will support you throughout the process.

Learning and development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in and complete mandatory training as directed. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate

The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.

Collaborative working

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential, and all staff must ensure they communicate in a manner that enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

Managing information

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED/read codes to ensure easy and accurate information retrieval for monitoring and audit processes.

Service delivery

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within Grimston Medical Centre's policies and regional directives, ensuring protocols are always adhered to at all times.

Security

The security of Grimston Medical Centre is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks with anyone and they are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

Professional conduct

All staff are required to dress appropriately for their role.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.