



"Trust our family to look after your family"

Medical Secretary

Hours: 31 hrs per week

Hourly Rate: £9.20

Site: 32 Clifton, York

We have an opening for an experienced Medical Secretary to join our Administration Team supporting the GP's with their administration of patient referrals work. The ideal candidate should be friendly, approachable, have a good sense of humour, be flexible, a team player with a positive outlook, have excellent IT and admin skills, be organised and an excellent communicator with an eye for detail.

The successful candidate must be proficient in Microsoft Word and Excel to a high standard, have experience of working within the health sector and a basic knowledge of medical terminology. A working knowledge of the clinical operating software SystemOne would be an advantage, although training would be given for the right candidate.

We offer 6 weeks annual leave and enrolment into the NHS pension scheme.

Main duties include; Processing patient referrals to hospital departments and external agencies, dealing with telephone enquiries, monitoring and managing outstanding and refused referrals as per policy and guidelines. Provide medical information to patients using practice guidelines.

Interested candidates can download the job description and person spec from our web site and submit their CV and covering letter via email to kaywilson5@nhs.net by the closing date.

Closing date: 22nd April 2021

Job Description

Medical Secretary

JOB TITLE:	MEDICAL SECRETARY
RESPONSIBLE TO:	Secretary Lead
RESPONSIBLE FOR:	n/a
JOB PURPOSE:	<ul style="list-style-type: none"> • To provide comprehensive medical secretarial support to the GPs, Partners and Practice Manager involving word processing and audio skills • The confidential liaison between GPs, Partners and Patients • To provide an effective and efficient clinical office system • Provide an effective and polite telephone enquiry service • Proactively communicate information between relevant patients, doctors and professionals

MAIN DUTIES AND RESPONSIBILITIES	
1.	Process patient referrals accurately, ensuring all required fields/data have been entered to ensure referral acceptance.
2.	Liaise with GP's with any queries or missing data to ensure referrals are dealt within the set timeframe.
3.	Undertake typing duties using electronic digital system as required
4.	Maintenance of a Practice directory for services available to patients, to include Consultants, Chiropodists and other services available outside the practice
5.	Training of new secretarial staff member's inline with departmental/practice policies and procedures, ensuring ongoing reviews
6.	Electronic system maintenance including review of outstanding referrals and rejections
7.	Receive and initiate telephone calls and deal with appropriate queries
8.	Assist with meetings and minute taking as required
9.	Answering incoming telephone calls, ensuring calls are documented and redirected accordingly.
10.	Provide advice to less experience colleagues and maintain knowledge on referral processes and procedures, relaying to other Practice staff where necessary.
11.	Provide medical information to patients using practice guidelines
12.	Ensure up-to-date maintenance of both computerised and manual filing systems (i.e. patient notes) in an accurate and secure manner.
13.	Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.
15.	Work across multi sites will be required
16.	Keep up to date with current training

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

Date: May 2017

Specimen Person Specification – Medical Secretary

Job Title:	Medical Secretary
-------------------	-------------------

Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE Mathematics C or above	✓	
GCSE English C or above	✓	
RSA II Word Processing/Information Technology	✓	
European Computer Driving Licence (ECDL)		✓
AMSPAR Diploma		✓

Experience	Essential	Desirable
Experience of MS Office, Web and E-mail	✓	
Experience of working within a medical environment		✓
Experience of Choose and Book system		✓

Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Audio typing	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	
Multitasking	✓	

Behaviours	Essential	Desirable
Smart, polite and confident	✓	
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Team working	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	

Knowledge	Essential	Desirable
Knowledge of READ codes		✓
Knowledge of SystmOne Clinical System		✓