

+ Job Purpose

The Medical Secretary will provide efficient and confidential secretarial and administrative support to the service. Responsibilities include the accurate typing of referral letters (including urgent referrals and GP dictations), responding to patient and service-related enquiries, liaising with internal and external service providers, and the effective use of dictation software. The role also involves managing telephone calls, maintaining patient records and files, and undertaking general office procedures.

The post holder will summarise and code relevant information from patients' clinical records into the Practice clinical system, in strict accordance with the Practice's notes summarising protocol.

The Medical Secretary will always maintain a professional and courteous approach and contribute to the work of OneMedical Group in line with its vision and values: putting people first, working together, and supporting a healthier future.

+ Key Responsibilities

- Provide an efficient audio, copy typing and word processing service for GPs and Health Professionals as required. This includes the typing of letters, reports, patient referrals, minutes, memorandums, etc. in an accurate and quality manner.
- Assist the practice with all clerical and administrative duties.
- Reviewing medical records and producing an accurate summary of the patient's medical history.
- Coding the information into the Practice clinical system
- Monitoring progress of notes summarising against Practice targets
- Make appointments, bookings and admissions as required.
- Liaise and arrange meetings (to include the booking of rooms) as required and to attend meetings and take minutes.
- Establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- Retrieve medical records and assist the completion of medical/insurance records.
- File patient records and correspondence in patient medical records.
- Receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
- Maintain the clinical system in an accurate and secure manner.
- Assist with the gathering of statistics and information when required.

- Provide cover for members of the secretarial team during periods of sickness and annual leave.
- In liaison with the clerk responsible, maintain adequate supplies of office stationery in order to perform your secretarial duties.
- Receive and dispatch mail and maintain a pending system.
- Communicate effectively with other team members and external suppliers
- Recognise people's needs for alternative methods of communication and respond accordingly

The post holder will be expected to undertake any other reasonable duties as requested by management.

Professional Qualifications and Experience	Essential	Desirable
GCSE's (C and above) or equivalent in English and Maths	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OCR (RSA) Stage 1 word processing or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience of NHS online systems e.g. Emis Web, SystemOne, eReferral (Choose & Book) system Experience of digital dictation systems e.g. Lexicom	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous NHS/Medical Secretary experience Knowledge of medical terminology	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous experience of working within General Practice	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Previous experience of working within a busy administrative environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Skills and Knowledge	Essential	Desirable
Knowledge of Microsoft Office packages e.g. PowerPoint, Word, Excel and other IT skills acquired through training and practical experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Attention to detail and dealing with all work in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Confident using the phone	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A good level of IT skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Be friendly and welcoming; patient and understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>
An understanding, acceptance and adherence to the need for strictest confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Awareness of information governance and data protection	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Resourcefulness, common sense and local knowledge to respond to patients' enquiries and requests		

Excellent communication skills, both verbally and in writing		
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**PEOPLE
FIRST**



**WORKING
TOGETHER**



**A HEALTHIER
FUTURE**



WeAreOne