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| **MICKLEOVER SURGERY**  **JOB DESCRIPTION** |

**JOB TITLE:** Practice Secretary & Admin Support

**REPORTS TO:** Practice Manager, Assistant Practice Manager & GP Partners

**HOURS:** 20 hours per week

**LOCATION:** Mickleover Surgery

10 Cavendish Way

Mickleover

Derby

DE3 9BJ

1. **JOB SUMMARY:**

To provide comprehensive, high quality secretarial support to the GP’s and health professionals. To ensure rapid, accurate transcription of routine and urgent referral letters, utilising the electronic booking and referral system and to undertake general administrative work.

To be responsible for the accurate and timely production of recall and general practice correspondence; transcription of patient care plans and third party medical reports; minute taking and dealing with patient queries and enquiries.

1. **JOB RESPONSIBILITIES:**

It is the responsibility of this post to deliver efficient, effective secretarial services to the practice, working within local and national guidelines and in line with practice policies and procedure.

* To provide an efficient typing service for GP’s and health professionals.
* To be responsible for the rapid, accuratetranscription of referral letters.
* To process referrals utilising the e-Booking system and understand all referral routes using relevant referral templates.
* To understand and manage the 2-week wait referral system, booking appointments and providing patients with relevant paperwork in a timely manner.
* To maintain accurate electronic patient records utilising agreed clinical codes to support practice Quality and Outcomes Framework and Enhanced Service achievement and to ensure accurate retrieval of data.
* To prepare third party medical insurance reports for completion by the doctor and process completed reports adhering to practice protocol, in a timely manner.
* To undertake general word processing and admin duties, this may include recall letters; general correspondence; production of medical reports and other documents as required.
* To maintain record keeping systems relevant to the role.
* To assist in the maintaining of secretarial protocol folder, updating current protocols and adding to the file as changes to systems and procedures occur.
* Communicate with patients and secondary care providers as necessary to facilitate the referral process.
* Respond to patient queries and enquiries in a professional, efficient and timely manner.
* Scan clinical documents.
* Process death notifications, including sending cremation forms, invoice, medical examiner referral, coroner referral and death certificate.
* Actioning incoming emails.
* Keep the e-referral worklist up to date.
* Document processing, coding and inputting clinical data accurately and in line with practice protocols.
* To take responsibility for on-going personal development in order to continue to meet the requirements of the role.
* To take personal responsibility for Health & Safety issues affecting the role.
* In accordance with instruction, carry out any relative duties which may be requested by the partners, practice manager or practice nurses which may be properly deemed appropriate to the role of the practice secretary/admin support

1. **GENERAL RESPONSIBILITIES OF ALL PRACTICE STAFF:**

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
* In the performance of the duties outlined in this Job Description, the post holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety:**

The post holder will assist in promoting and maintaining their own and others health, safety and security as defined in the practice Health & Safety Policy, to include:

* Using personal security systems within the workplace according to practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Reporting potential risks identified.

**Equality & Diversity:**

The post holder will support the equality, diversity and rights of patients, carers and colleagues to include:

* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings, priorities and rights.

**Quality:**

The post holder will strive to maintain quality within the practice and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet the needs of patients.
* Effectively manage own time, workload and resources.

**Communication:**

The post holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members.
* Communicate effectively with patients and carers.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

The post holder will:

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

1. **KNOWLEDGE SKILLS & EXPERIENCE:**

* Educated to at least GCSE level. Ideally educated to A-Level standard in English language.
* Minimum RSA 11 typewriting/word processing or equivalent qualification
* Understanding, acceptance and adherence to a strict code of confidentiality.
* Knowledge and understanding of the requirements of GDPR.
* Knowledge of Primary Care and the NHS.
* Good working knowledge of Microsoft Office applications.
* Experience of medical secretarial work**.**
* Experience of e-referrals.
* Knowledge of SystmOne
* Excellent telephone manner.
* Excellent interpersonal skills.
* Excellent administrative and organisational skills.
* Fast, accurate keyboard skills.
* Audio typewriting skills
* Ability to work independently and as part of the practice team.
* Ability to handle information received both written and verbally and to disseminate details accurately.
* Knowledge of Information Governance and the requirements of GDPR, appropriate to the level of responsibility of the role.

1. **COMMUNICATIONS & WORKING RELATIONSHIPS:**

**Internal**:

GP Partners

Locum Doctors

Practice Staff

Attached Staff including Community Matron, District Nurses, Midwives, Health Visitor, Physiotherapist etc.

Patients of the practice

PCN Staff

**External:**

Hospital Departments/Clinics

Derby & Derbyshire ICB

Greater Derby Primary Care Network

Social Services