



Medical Secretary Job Description

GPS Healthcare

Job Title :	Medical Secretary
Reporting to :	Site Manager
Job Reference Number:	MS002
Hours / Work Pattern :	28 hours across 5 days
Location :	Primary location to be at Tanworth Lane Surgery Flexibility to work at other locations when requested

Role Purpose

To provide full secretarial and administrative support to the Business Manager, GP's and other Health Professionals.

Liaising, supporting and coordinating information to assist with the completion of duties and seeking to provide excellence in patient care at all times

Deliver a positive experience to all patients and service providers by the provision of an efficient, confidential and professional service.

Role Location

Tanworth Lane Surgery is one premises of GPS Healthcare.

GPS Healthcare currently provides high quality primary care services through six premises.

Flexibility to work at the other premises when requested is required as part of this role.

The locations of the other key GP Practices are listed below but are not exclusive. Other locations may be added to this list.

You may also be expected to travel to alternative locations for training and development.

- Knowle Surgery, 1500 Warwick Road, Knowle B93 9LE
- Meadowside Family Health Centre, 30 Winchcombe Road, Solihull, B92 8PJ
- Park Surgery, 278 Stratford Road, Shirley, Solihull, B90 3AF
- Tanworth Lane Surgery, 198 Tanworth Lane, Shirley, Solihull B90 4DD
- Village Surgery, Cheswick Way, Cheswick Green, Solihull, B90 4JA
- Yew Tree Medical Centre, 100 Yew Tree Lane, Solihull B91 2RA



Key Accountabilities

1. To provide an efficient and accurate secretarial service to the Practice, GP's and other Health Professionals. This includes audio typing, copy typing, letters, reports, patient referrals, minutes, memorandums, telephone calls etc
 2. To initiate and compose correspondence, whether internal or external in a professional and timely manner.
 3. To deal with patient concerns and complaints in a calm and professional manner
 4. To undertake administrative tasks associated with the referral of patients, to accurately maintain and monitor the practice records of referrals. Including Choose and Book.
 5. To assist the practice team with clerical and administrative duties as may be reasonably required. Including; Reports, process reviews, letter writing, faxing, emailing, scanning, read coding, auditing
 6. To accurately update and monitor patient records and information systems both manual and computerised.
 7. To resolve a wide variety of patient queries received by telephone, in person and in writing in a professional and courteous manner.
 8. To liaise with other healthcare professionals, secretaries and administration teams with regards to coordinating patient care.
 9. In liaison with the Site Manager assist with practice administration activities including; reviewing patient statistics and information, maintaining adequate clinical and non-clinical supplies, editing correspondence templates, initiating new services.
 10. As a potential key holder ensure buildings are left safe and secure upon leaving of an evening
 11. To work as a positive and supportive team member, providing cover for similar posts as required
 12. To attend meetings, training and conferences as appropriate for the role and as required
 13. To identify areas for quality improvement, risk avoidance or development and take an active part in delivering the business objective
 14. To keep up to date with practice information including policy and procedure changes, staff rotas, alerts and service provisions
 15. To ensure implementation and adherence to practice policy including; Equality and Diversity, Information Governance (including Data Protection Legislation) ,Confidentiality and Health and Safety
 16. Such other duties as may be reasonably required.
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Person Specification

Qualifications

- Level 2
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Experience Required

- Level 2
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Skills Required

- Level 2