

Recruitment Pack

Medical Secretary

20 - 37.5 / 0.6 - 1 FTE

Permanent

Closing date for applications: Thursday 27th January

Dear Candidate

I am delighted that you have shown interest in joining our team.

As a Medical Secretary you will create and process electronic patient referrals through our eReferral system; competently and accurately composing referral letters and other documentation for patients. You'll follow up and complete tasks via EMIS and Docman, and resolve patient queries to help reduce GPs' workloads. You'll be comfortable in liaising with hospitals and other medical providers to ensure patients are seen and contacted in a timely fashion, as well as being a point of contact for colleagues working in secondary care.

As a Medical Secretary, you'll be educated to GCSE standard and have at least 2 years' experience in office administration, preferably within the healthcare sector, although this is not essential. You will need to be highly IT literate and willing to learn new systems. It would be beneficial for you to have working experience of clinical systems, or other transferable system knowledge.

Primarily we're looking for somebody who learns quickly and wants to be part of a busy and friendly team that has a real impact on patient care. You should have excellent attention to detail, organisational skills, and be completely comfortable working with IT packages and systems.

Clinical coding experience or medical terminology knowledge would also be an asset, although not essential.

Whilst previous experience within a similar role would be an advantage it is not essential and full training and support will be given. If this is you, we would really like to meet.

To apply

- Provide an up to date cv and a supporting cover letter, detailing how you meet the requirements of the role. candidate for this post
- Indicate your availability for the interview date
- Applications are to be e-mailed to soccg.livingwell-recruitment@nhs.net
- Applications must be received by 18:00 on Thursday 27th January, 2022
- Interviews will be held week commencing 31st January

We look forward to hearing from you.

Dave Barclay

Managing Partner (Non-clinical)

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

Our reach

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for outstanding Medical Secretary who wants to embrace the changes in general practice but value the preservation of continuity. We can accommodate and help you develop skills and we welcome part-time agile working.

Come and talk to us, come and see what we are doing, come and join us.

Job description & person specification

Job Title:	Medical Secretary
Department:	Operations
Reports to:	Patient Workflow & Secretary Team Lead
Location:	Weston Lane

Overall Aim

To deliver a high quality, efficient and effective secretarial function as required by the Partnership. To interact and communicate with patients, staff and other outside agencies, in a professional, efficient and courteous manner at all times.

Key Responsibilities

1. Secretarial Duties

- To efficiently create and process electronic referrals through the eReferral system.
- To competently and accurately create referral letters and other documentation for patients including referrals and NHS, making efficient use of IT systems.
- To ensure dictations from clinical staff are typed accurately and in a timely fashion and referred appropriately.
- To follow up and complete any tasks (via EMIS or Docman) following a referral.
- Resolve all referral queries directly where possible, to reduce queries sent to GPs.
- To liaise with hospitals and other medical providers to ensure patients are seen/contacted in a timely fashion.
- To undertake other secretarial tasks as requested, to ensure the smooth running of the Partnership and to maximise patient care.
- To participate in the administration of the generic secretarial team email inbox, receiving, processing and sending emails as required.

- To act as the point of contact when dealing with colleagues in secondary care, for example maintaining accurate records of contact names and telephone numbers.
- To ensure that patients' enquiries are handled courteously and efficiently both in person and on the telephone, advising patients within agreed and limited parameters/protocols. Messages should be recorded and relayed as appropriate.
- To complete all secretarial duties promptly, efficiently and accurately.
- Additional responsibilities may be allocated in line with individual skills and experience. This may include minute taking and writing up, or completion of Partnership literature.
- Keep up-to-date with changes within the wider CCG/NHS landscape that are relevant to the role, by attending external meetings when needed and actioning relevant updates
- Undertake any other additional duties appropriate to the post as requested by management.

2. Team Working

- Operate in line with LWP protocols, to provide support or cover to secretarial team colleagues within the Partnership for training or to cover periods of sickness, annual leave and periods of pressure. Participate in cross site cover to support colleagues.
- 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 team members, work colleagues and other relevant stakeholders as well
- To meet patients' needs.
- Attend and contribute to regular team meetings and complete any actions identified within agreed timescales

3. Time Management

- Effectively manage own time, productivity, workload and resources.

4. IT Focus

- Have a working knowledge of all software and hardware used within the Secretarial Team, including systems used at other sites, e.g dictation systems.
- IT troubleshooting relative to the post as required.

5. Training and Development

- Identify own training and development needs and undertake appropriate training and education as required.
- Participate in the Partnership's performance review and appraisal process where objectives will be agreed, performance monitored and personal development needs discussed.
- Comply with mandatory and statutory training requirements.

6. Communication

- Maintain high standards of communication with both internal and external colleagues, and patients.
- Contribute to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other.
- Contribute to communication targets e.g. answering of queries, number of documents requiring read coding, number of letters awaiting typing, number of tasks.
- Ensure that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with the Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data.

7. Mobility / Flexibility

- The normal place of work for the post is as stated above, but as a term of employment, post holders may be required to work from any of our surgeries.

Key Results

- Accurate reproduction of all documents and letters
- All referrals (where possible) are sent electronically, rather than by fax
- Effective and efficient secretarial service

Please also be aware of and follow the Partnership's policies and procedures, with attention to patient confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

Person specification

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • At least 2 years office administration experience • Experience of working in a team • Experience of computer systems and office applications • Education to <u>at least</u> GCSE level, including English and Maths, or equivalent • Recent and evidenced experience of efficient typing of letters, dictations and reports 	<ul style="list-style-type: none"> • Experience of working in a GP practice • Experience of using EMIS clinical system • Experience of using DocMan • Secretarial or audio typing qualification • Experience of using e-Referrals • Experience of using dictation systems (Lexacom, Olympus) • Experience of using Read Codes /SNOMED codes
Knowledge	<ul style="list-style-type: none"> • Knowledge of quality systems and key performance indicators 	<ul style="list-style-type: none"> • Medical terminology
Skills	<ul style="list-style-type: none"> • Excellent attention to detail • Excellent interpersonal skills • Excellent organisational skills • Good verbal and written communication skills • Excellent IT skills, particularly MS Office packages • Ability to work on own initiative • Ability to manage own time and prioritise • Excellent IT skills, particularly MS Office packages • Ability to drive and access to vehicle 	
Personal style and behaviour	<ul style="list-style-type: none"> • Personal commitment to the values, vision and objectives of the Partnership • Ability to work under pressure • Able to work for the benefit of the team • Reliable & Flexible 	
Other requirements	Evidenced commitment to equality and diversity	

Salary & remuneration

Position	Medical Secretary
Normal Work location	Weston Lane, Southampton SO19 9GH
Remuneration	Starting hourly rate £9.60
Hours of work	Full time 37.5 hours – Monday – Friday OR, Part time 20 hours, 3 days per week
Annual Leave	25 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme

Key Dates

Closing date for completed applications	6pm Thursday 27 th January
First Interview	Week commencing 31 st January
Second Interview	TBC

If you have any queries please contact the recruitment team on soccg.livingwell-recruitment@nhs.net