

<b>Job Title</b>	Medical Secretary and Practice Administrator
<b>Line manager</b>	Operations Manager
<b>Accountable to</b>	The Partnership
<b>Hours per week</b>	Up to 30 hours per week

### Job summary

Falldon Way Medical Centre's are looking for someone who will share our commitment to providing excellent healthcare to our patients. We are offering an exciting opportunity for an experienced Medical Secretary and Practice Administrator to join our friendly and supportive team. This is a split job role working alongside both our Medical Secretary Team and our Admin Team. Your working hours will be distributed between both job roles.

The secretarial team is responsible for dealing with all clinical correspondences referrals and related queries. The post holder will be communicating regularly with doctors, nurses, paramedics, hospital departments and of course patients

The admin team are required to accurately and methodically to screen incoming correspondence and add relevant information to patient medical records

There is the opportunity to continue or join the NHS pension scheme.

This is an exciting opportunity for an individual who relishes a challenge and is keen to use their own initiative, in a busy department.

We are a friendly, successful, training and research practice of over 11,500 patients with an informal and supportive culture, which aims to ensure a good work life balance is maintained for all staff. Falldon Way Medical Centre is located in Henleaze, which is a leafy inner suburb of Bristol, with good schools and amenities. We have a relatively high elderly population but also a good mix with families. We encourage and support ongoing professional development.

The practice combines the best of traditional and innovative working, currently with 5 partners and 4 associate GPs. The practice is both proactive and reactive about managing the ever-changing workload in General Practice, offering a supportive environment and good work-life balance.

The practice is supported by ANPs, a Pharmacy team including two Practice Pharmacists, an Award-winning Care Coordination team, a Social Prescriber, First Contact Physio and mental health practitioner. There is a team of workflow administrators assisting the clinical team in managing inbound correspondence and results.

## Mission statement

Falldon Way Medical Centre aspires to be a professional, friendly organisation, dedicated to providing high quality personalised medical care to all members of the practice community.

## Generic responsibilities

All staff at Falldon Way Medical Centre have a duty to conform to the following:

- Equality, Diversity and Inclusion (ED&I)
- Safety, Health, Environment and Fire (SHEF)
- Confidentiality
- Quality and Continuous Improvement (CI)
- Learning and development (including Induction and statutory)
- Collaborative working
- Service delivery
- Managing information
- Security
- Professional conduct

## Primary responsibilities

The Medical Secretaries and Admin team provides support to our clinical team 11,500 patients. You will be liaising on sensitive medical information, so a caring customer service communication style is essential.

You will also facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies.

Your responsibilities will be:

- a) Provide full secretarial support to the consultants and member of their teams regarding general medical duties and specialist work.
- b) To liaise and communicate effectively with GPs, Practice Staff, Patients, Hospital Staff, Community Nursing Teams, ERS and Funding Team Personnel.
- c) Audio typing using digital dictation system to ensure routine NHS referral letters and private referrals are distributed efficiently and within a 5 working day period. Ensuring appropriate enclosures are attached to all referrals as necessary.
- d) Ensure 2WW referrals are dealt with within 24 hour working day period via the ERS system and contain all relevant information.
- e) Typing of private work within 10 working days on behalf of patients and generating invoices, ensuring invoice spread sheet is updated.
- f) Resolve queries from GPs via practice notes and Docman.

- g) Undertake queries on behalf of patients, contacting hospitals and other external agencies as needed. Endeavour to resolve, keeping patient informed.
- h) Record data accurately and appropriately connected to patients in order to ensure good communication and audit standards.
- i) To assist in the management of requests for copy notes and medical records.
- j) To assist in the receipt of patient requests for private work, making appointments and liaising with the appropriate clinician to ensure that work is completed in a timely fashion.
- k) Ensure that both new and existing patient records need to be kept up to date and accurately coded and recorded on EMIS
- l) Provide support to the clinical team by reducing their documentation workload and maintaining accurate medical records.
- m) Receive patient information and communication via various methods to include post, emails, electronic document management and any others as appropriate.
- n) Date stamp and scan all incoming paper documentation
- o) Code and workflow all paper and electronic documents.
- p) Action all urgent documents
- q) Review the content of incoming patient related correspondence.
- r) Prioritise and distribute, via electronic document management, appropriate patient information and correspondence to the appropriate people.
- s) Ensure documents are filed accurately to the correct patient record.
- t) Input data into patients' healthcare records as necessary.
- u) Monitor shared email inboxes

To thrive in this role, you will need to be organised, flexible and have good communication skills, alongside a top-level attention to detail. Working as a team to meet the needs of our patients is imperative.

The ability to work under pressure and effectively prioritise their own workload is essential. In return, they will be working in a very friendly and supportive environment.

This job description is not a complete list of duties but is intended to give a general indication of the range of work undertaken. It will vary over time as demands and priorities within the Practice change.