

FAVERSHAM MEDICAL PRACTICE

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DR N C L TAN
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DR G SMITH
DR C BATTISTI

DR C BAKER
DR L GEORGE
DR D TITTERTON

Job Description

Job Title: Medical Secretary (Care Coordinator)

Reports to: Business Manager

Hours: Full or Part time

Job Summary:

To support the PCN Practice at the above locations to ensure the delivery of safe, effective and efficient systems for repeat prescribing efficiency, medicines optimisation, medication enquiries triage and maximising patient outcomes.

To work as a team to provide an efficient, comprehensive secretarial and administrative support service to the Practice.

To prioritise workload and undertake duties without direct supervision, working within broad procedural guidelines with oversight provided by the Office/Clinical Services Manager.

Key Responsibilities:

- Handle and follow up patient enquiries, exercising initiative and liaising with the doctor, hospital, relatives and others with regard to actions necessary remembering always that the doctor remains accountable for clinical decisions.
- Type all correspondence as requested by doctors and health professionals, accessing work flows via personal and practice nhs.net e mail accounts, Docman, EMIS Tasks and Lexacom dictation system as well as other sources. This includes the typing and sending of letters, reports, investigation requests, patient referrals (manual and e-RS), minutes, medical information, memoranda etc. ensuring they are accurately typed and well presented.
- Make electronic referrals through the ERS system, selecting specialities and sub specialities, booking/requesting appointments as necessary and sending paperwork out to patients. Manage advice and guidance referrals through the ERS system, monitor responses and liaise with the Drs to ensure these are fully followed through and recorded on a spreadsheet. Check daily for rejected referrals and action as appropriate recording on spreadsheets and informing the relevant Doctor.
- Receive and dispatch mail and maintain a pending system.
- Check and action the practice emails on a rota basis, including forwarding onto relevant departments/scanning/folders as well as checking the secretarial email regularly throughout the day, actioning appropriately.

- Enter all correspondence on to the Practice clinical system using read codes where appropriate and log all referrals.
- Prioritise all correspondence, working with and supporting colleagues to ensure urgent correspondence is undertaken in a timely manner.
- Provide cover for colleagues at times of annual leave and sickness to ensure the service to doctors and patients is unaffected at such times.
- Communicate and liaise with all staff teams and disciplines within and attached to the practice.
- Arrange appointments as required and take messages when appropriate. Deal with any telephone enquiries in a polite and professional manner.
- 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 reports, photocopy as required and invoice accordingly.
- Handle correspondence with Solicitors requesting patient records, updating practice records and typing invoices as appropriate.
- Process and chase patient results, liaising with the doctor or appropriate health professional, contacting patients and receiving telephone calls from patients as required.
- Attend Multi-Disciplinary Team or other meetings taking minutes and actioning any relevant points where necessary.
- Act as a point of contact for staff and doctors phoning to report sickness or delays in the mornings and to initiate appropriate action.
- Liaise with the clerk responsible to maintain adequate supplies of office stationery in order to perform an efficient secretarial service.
- Design/import and populate template letters and forms for use throughout the practice as required.
- Perform any reasonable administrative tasks as requested.
- To liaise and arrange meetings (to include the booking of rooms) as required and to attend meetings and take minutes.
- Support the Practice team to maintain the quality and accuracy of all patient records by:
 - Entering all appropriate patient information using the clinical system.
 - Assisting with the management of disease registers where appropriate.
 - Accurate input of all data.
- Maintain the safeguarding spreadsheet, completing all secretarial and administrative tasks associated with safeguarding, working to the adult and child safeguarding protocols.
- Make the Doctors drinks on a rota basis, and cover for others if they are off.

Health & Safety

- Assist in promoting and maintaining your own and others' health, safety and security as defined in the Practice Health and Safety policy. Ensure that any hazards in your working area are reported immediately to your line manager.
- Carry out routine checks to ensure your work station is clean and tidy at the start and end of your shift.
- Ensure all equipment in your work station is operational and up to date and report any issues to your line manager.
- Ensure that confidential patient information is stored and handled according to protocol and report any concerns to your line manager.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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.
- Ensure patient and Practice information is kept confidential and secure at all times, in accordance with the Information Security and Confidentiality protocols and in line with General Data Protection Regulations 2018.

Safeguarding:

It is the responsibility of all staff at Faversham Medical Practice to;

- Safeguard and promote the welfare of children and vulnerable adults.
- Ensure their safeguarding adults and safeguarding children training is up to date at the level appropriate to their role.

Performance/Professional Development

- To participate in training sessions to ensure administrative, clinical and computer skills are kept up to date with current technology and practice.
- To participate in regular appraisal meetings.
- To participate in regular team meetings.

Equality & Diversity

- To support the equality, diversity and rights of patients, carers and colleagues according to Practice protocol.

Dignity and Respect

- To treat patients, colleagues and visitors with dignity and respect at all times.