



Frome Valley Medical Centre

Secretary/Practice Administrator

Hours of duty: Up to 29 hours per week
Responsible to: Admin Team Leader
Accountable to: Operations Manager
Salary: Depending on experience

Job Summary

To provide a comprehensive administration service to the Practice using EMIS medical information system, electronic referrals, NHS e-Referral Service, Docman, Microsoft Word, Excel and e-mail. To also provide a point of contact for patients and act as a focal point of communication between patients, doctors, nurses and other staff.

Key Responsibilities

Requirements of the post

- To become competent in all core admin team competencies
- To become competent in core reception team competencies
- Keep abreast of changes within the Practice and other agencies we work with by reading update e-mails and other information which is shared via e-mail, hard copy or at meeting
- Ad hoc projects for Partners or Management Team as required
- Provide cover for colleagues in their absence
- Adhere to practice policy in respect of preserving patient confidentiality at all times
- Such other duties as agreed with the Partners/Practice Management

Duties

- Data entry onto Docman and EMIS systems
- Identify and code key items of patients information from discharge summaries, hospital letters and proforma's, forward to GP's and other staff as appropriate with comments where necessary and ensure that workflows run efficiently
- Summarize, file and maintain patient's notes and records and complete coding when needed according to established protocol
- Assist with administration in immunization clinics
- Produce copy records in a timely manner when requested by Solicitors, patients and other outside organizations, including logging receipt, checking valid patient consent, invoicing, photocopying and dispatch
- Miscellaneous tasks including scanning, photocopying, sending post and file management adhering to practice policies
- Process NHS, private and fast track referrals ensuring that all referrals are entered correctly onto EMIS system



- Use of e-Referral system as appropriate
- Production of miscellaneous letters on behalf of practice management, doctors and other staff
- Attend Practice meetings, Team meetings
- Allocate bloods and tasks to clinicians, action discharges and process smears when required to cover annual leave and sickness
- Chaperone for the GP's if requested to do so – training to be provided
- To contribute to team working within the practice, offering support to and seeking support from colleagues wherever possible.

This is not an exhaustive list of duties but is intended as a guide.

Communication

Practice staff should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.

Individual Responsibilities

- Attendance and completion of mandatory training as directed by the practice.
- Attendance at practice meetings as directed by the practice.
- Adhere to practice policies and procedures.
- All staff are required to register at an alternative surgery as a requirement of the role.

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 carer's, 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, the Practice Health & Safety Manual, and the Practice Infection Control Policy and published procedures. This will 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.
- Actively reporting health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- Undertaking periodic infection control training (minimum annually).
- Reporting potential risks identified.

Equality and 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 that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional development

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.



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 patients' needs.
- Effectively manage own time, workload and resources.

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.

The post holder has a duty to safeguard and promote the welfare of children and vulnerable adults in line with the NHS Trust's safeguarding policies and procedures.

They must ensure that they are aware of, and work within, local and national safeguarding legislation, guidance and procedure. The post holder will be required to attend mandatory safeguarding training appropriate to their role and to act at all times to protect the safety and wellbeing of patients, service users and colleagues.