

Emsworth Medical Practice

Job Description

Job Title: GP Assistant (Medical Secretary)

Responsible to: Practice Operations Manager
(supported by the Lead Secretary)

Job Summary:

To work as part of the Practice secretarial team to provide an efficient and professional secretarial and administrative service.

Duties include, but are not limited to:

- Management and processing of all audio/copy typing of correspondence and reports.
- Managing E-referrals.
- Processing tasks.
- Liaising on the telephone with patients, hospitals, consultants, secretaries and any other office which provides services.
- Management of patients' medical computer record as required.
- Managing urgent cancer referrals.
- Providing relief cover as required for other secretaries / admin staff who are absent.
- Provide cross cover with private work.
- Processing of general word processing and spreadsheet work.
- Ensuring that all uncompleted work or matters are adequately recorded for action and passed on to incoming staff.
- Carrying out a variety of administrative tasks as required.
- Daily posting of mail.
- Undertaking any other additional duties appropriate to the post as requested by the Partners or the Practice Management Team.
- Keeping the Practice Management Team informed of any unforeseen events or circumstances as appropriate.
- Complying with the directives, policies and procedures and those in the Staff Handbook.
- Complying with GDPR at all times.

General

- Undertake annual mandatory training and to keep up to date with additional training as necessary and agreed with Practice Management and Partners
- Helping other secretarial or admin staff with any problems they may encounter

Duties and responsibilities as outlined may change from time to time to reflect a change in need of the organisation and people's changes in circumstances.

Person Specification

Essential

- Advanced level Microsoft Word.
- High level of Microsoft Office knowledge.
- Ability to use own judgement, resourcefulness and be able to work under pressure in a calm manner.
- Able to work effectively as part of a team, sharing information and resources.
- Excellent communication skills.
- Approachable, positive and enthusiastic.
- Able to maintain confidentiality at all times.
- Reliable and flexible.

Desirable

- Previous secretarial experience in GP Surgery or similar setting.
- Knowledge of System 1.

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

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, to 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
- 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 recognizes 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 which 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

Communication:

The post-holder 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

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.

Revised: January 2025