



**Solihull  
Healthcare  
Partnership**

**Document ID:**

**Issue Date:**

22 February 2021

**Revision:**

1

**Job Description**

**Approved by:**

HR

**Job title:**

**Medical Secretary**

**Responsible to:**

**Informatics Service Manager**

**1. Job Role / Purpose:**

To provide high quality support to our GP Partners and other clinicians. Ensuring that all secretarial needs are met. Ensuring the effective and efficient running of the referral procedure. Adhering to strict timelines.

**2. Key Duties & Responsibilities:**

- Typing of GP correspondence, to ensure that routine referral letters are distributed efficiently within a 5 day period, using the Choose and Book programme as appropriate and attaching enclosures as necessary.
- Deal with other clinicians' secretarial needs, typing letters from the digital dictation system, tapes or copy typing as appropriate.
- Ensure 2 week wait proformas are dealt with efficiently and promptly and contain all relevant information. Follow up all proformas ensuring appointments are made within a 2 week period.
- Keep up to date with changes in referral systems and new proformas by reading e-mails sent to the practice.
- Ensure correct proformas are being used by GPs and these are saved within the system and old ones removed.
- Make best use of the Practice computer system to ensure good communication and audit standards.
- Undertake queries on behalf of patients, trying to establish their concerns and trying to resolve, keeping the patient informed at all times.
- Attend meetings, take and transcribe accurate minutes and distribute as required.
- During busy periods, support the telephone answering system, ensuring that patients receive a high quality service at all times.
- Supporting summarising, call and recall and coding when necessary.
- Be an effective member of the Practice team, a team player, supporting colleagues as required.
- Provide cover for colleagues' absence.
- Any other duties which are delegated.

**3. Other Responsibilities**

**Health and Safety**

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

**Equality and Diversity**

- To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure.



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### **Risk Management and Clinical Governance**

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.

### **Confidentiality**

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

### **Safeguarding**

- Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.

### **Professional development**

- The post holder will participate in any training programme implemented by the practice as part of this employment
- To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

### **General**

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence as guided by the attached management framework.
- With agreement of the SHP Board, some Lead Nurse roles and responsibilities may be delegated to the Deputy Lead Nurse(s)
- To work across the various SHP sites as required.
- In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

**SHP Vision Statement:** To be the most respected Primary Care provider in the Birmingham and Solihull Region.

### **Mission Statement:**

**Sustainable Primary Care services that meet the needs of our patients and commissioners.**

**Have a united, strong and financially viable organisation.**

**Practice of choice for our patients and the employer of choice for our people.**