

Oldwood Surgery & Battle Health Centre

November 2024

Dear Applicant,

Re: Medical Secretary/Receptionist Vacancy

Thank you for your interest in our Medical Secretary/Receptionist vacancy. We are a small GP practice providing care to 6,200 patients living in Robertsbridge and Battle. We are based at Oldwood Surgery, Robertsbridge; and Battle Health Centre, Station Approach, Battle.

Quality integrated care and patient wellbeing is at the heart of everything we do. We are looking for team members who aspire to these values and can help us to deliver great quality services to our patients.

We are looking to recruit one permanent Medical Secretary/Receptionist or 2 part time Medical Secretaries/Receptionists for the following hours:

- Monday – 10am to 7pm (8.5 hours)
- Tuesday – 10am to 7pm (8.5 hours)
- Wednesday – Off
- Thursday – 8am to 2pm (8.5 hours)
- Friday - 8am to 5pm (8.5 hours)

Total = 31.5 hours

You will be given a 30 minute unpaid lunch break when working a full day (of more than 6 hours).

You will be working as a medical secretary and receptionist, which will involve dealing with incoming emails, processing and typing referrals/letters/reports, liaising with external agencies, filing incoming letters/reports, dealing with requests for patient information, working on the reception desk, in our phone room and in our busy admin office. All of our roles are demanding and varied, so suit people that like to be kept busy, multi-task and help their team members achieve the priorities for the day.

Experience of working in a GP surgery would be an advantage but we are equally happy to train the right candidate. It's a perfect role for someone looking for a new opportunity within the healthcare sector. For us, it's about finding the right person to join our team.

Key skills for all roles are:

- Communication - face to face and on the telephone

[Oldwood Surgery, Station Road, Robertsbridge, East Sussex TN32 5DG](#)
[Battle Health Centre, Telham House, Mitre Way, East Sussex, TN33 0BF](#)

- Computer skills - ability to learn quickly & use multiple systems
- Excellent typing skills – ability to type correspondence quickly and accurately
- Team work - willingness to help out colleagues, flexibility in the work you do & covering extra hours when needed
- Multi-tasking & prioritising - ability to manage a variety of tasks & identify what needs to be done first

The job description and person specification are attached.

Terms & Conditions

The rates of pay are £11.44 per hour for reception and £12.50 per hour for medical secretary.

Holiday is 5 weeks per year plus pro rata bank holidays and you have the option to join the generous NHS pension scheme.

We provide a supportive environment and encourage personal development.

All staff need to be able to work in both Robertsbridge and Battle and are required to cover holiday and absences across both locations.

The government requires all GP surgeries to be open until 8pm and on Saturdays and Sundays. This is currently covered by other members of the team, and through outsourcing at the weekends, but you may be required to help on a rota basis to cover absences.

Please note that if you are a patient at the practice and are successful in being appointed, you and your immediate family will need to register with another GP surgery in line with best practice.

You will be required to complete a DBS Criminal Record check and other pre-employment checks before starting in post.

We hope you are interested in working with us and would very much welcome your application. Please complete our application form and email it to our Reception Manager, Gemma, at gemma.cook1@nhs.net

The closing date is Sunday 1st December 2024 at midnight.

Interviews will be held on Wednesday 4th December 2024.

For an informal chat or to find out more about working for us, please contact the surgery on 01580 880790 and ask to speak to Gemma.

Yours faithfully,

Emma Weller

Practice Manager

Job Description

Job Title: Medical Secretary/Receptionist

Reports to: Reception Manager

Hours: Part time

Job Summary:

To assist with the smooth running of the reception area and waiting room.

To provide good customer service at all times.

To ensure that the highest standards of service are given to patients, maintaining confidentiality and being aware of the Data Protection Act at all times.

Reception Duties:

- To welcome patients and mark them on the system as arrived.
- To book appointments for patients with doctors and other members of the primary care team.
- To answer and deal with face to face and/or telephone queries and liaise with hospitals/community services as appropriate.
- To process repeat prescriptions.
- To process e-consultation requests in Engage Consultations.
- To ensure the waiting room is tidied between surgeries.
- To ensure consulting rooms are kept tidy and stationery replenished.
- To raise invoices and receive cash, cheques and take card payments over the counter from patients and record details, passing money securely to the Business Manager.
- To receive specimens from patients, ensuring that they are properly labelled and given to the nurse to despatch to the Path Laboratory within timescales.
- To take, record and pass on messages accurately, including home visits.
- To open, stamp and sort all post.
- To deal with emails received.
- To scan letters and documents onto the patients' electronic records.
- To send referrals forms via email or online according to the organisation's requirements
- To summarise patient records and process according to the Practice protocols.
- To deal with registering new patients and deducting leaving patients, including temporary residents.
- To know how to operate all office equipment.
- To enter data on to the patients' electronic records as required.
- To deal with requests by patients or insurers, solicitors etc for patient records (with the patients' explicit permission).
- To carry out general office administration including processing data on Practice computer systems.

- To support patients with online patient services including helping them to log on and answering queries.
- To deal with problems as they arise, including liaising with IT or telephone helpdesks, or using the specialist spillage/cleaning packs depending upon the problem and solution required.
- To work additional hours to cover other members of staff for annual leave and periods of sick or other leave.
- To be prepared to work additional hours on an ad hoc basis to complete specific pieces of work, as appropriate.
- To ensure all appropriate colleagues are aware of any information which needs to be passed from one shift to another.
- To take part in internal and external training, courses and meetings, as required.
- Any other duties commensurate with the role.

Medical Secretary Duties:

- Producing letters, reports and associated documentation as required and issuing invoices as appropriate
- Liaising with external agencies, such as hospitals and community services, ensuring referrals are processed efficiently using the electronic referral system (ERS)
- Managing all enquiries in an effective manner
- Actioning all incoming emails
- Scanning and read-coding of patient related documentation and attaching scanned documents to patient's healthcare records or referring on to a GP as appropriate
- Inputting data into the patient's healthcare records as necessary
- Processing requests for information, e.g. SAR, insurance / solicitors' letters and DVLA forms etc.
- Answering incoming phone calls, transferring calls or dealing with the caller's request appropriately
- Managing all administrative queries as necessary
- Supporting all clinical staff with general administrative tasks as requested
- Daily monitoring of Out of Hours and NHS111 reports, attaching to patient's notes and informing relevant GP
- Daily monitoring of generic and referrals email accounts
- Processing of mammography results
- Daily monitoring of surgery website for completed on-line forms
- Joint responsibility for maintaining 5-year cycle of NHS Health checks
- Weekly provision of report and checking of 2-week wait referrals
- Processing of Firearm Applications
- Maintaining a secure, clean, tidy and effective working area at all times
- Any other duties commensurate with the role.

Confidentiality:

- To keep all information on patients, staff and the practice 'as a business' strictly confidential. All new staff are required to sign our confidentiality statement: in the

course of your employment or associated work with the Practice, you may have access to, see or hear, confidential information concerning the medical or personal affairs of patients, staff or associated healthcare professionals. Unless acting on the instructions of an authorised officer within the practice, on no account should such information be divulged or discussed except in the performance of your normal duties. Breach of confidence, including the improper passing of registered computer data, will result in disciplinary action, which may lead to your dismissal.

- Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 1998 or an action for civil damages under the same Act in addition to any disciplinary action taken by Practice.

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 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 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 appraisal/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:

- 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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise 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

Person Specification Receptionist

Criteria	Essential	Desirable
Knowledge/Skills	<ul style="list-style-type: none"> • Understanding the need for professional confidentiality • Ability to establish and maintain effective relationships • Effective communication skills both verbal and written – including the ability to be sensitive and to extract relevant information from conversations and pass on • Good customer service skills • Good computer skills • Use of Microsoft Office, email and Internet • Accurate recording skills • Ability to remain calm • Ability to deal with difficult people in a professional and appropriate manner <p>Medical Secretary: Audio typing</p>	<ul style="list-style-type: none"> • Use of GP IT system, particularly EMIS Web
Experience	<ul style="list-style-type: none"> • Dealing with members of the public face to face and on the telephone • Good office/clerical skills 	<ul style="list-style-type: none"> • Experience of working in a GP surgery or similar healthcare environment • Experience of booking appointments • Experience of drafting referral letters/reports
Qualifications	<ul style="list-style-type: none"> • GCSE grades A-C/4-9 including English and Mathematics or equivalent qualification or level of experience 	<ul style="list-style-type: none"> • A' Levels or equivalent qualification or level of experience • NVQ Level 3 Customer Service/Administration/Secretarial or equivalent qualification or level of experience
Other attributes	<ul style="list-style-type: none"> • Friendly and approachable • Good communication and interpersonal skills • Flexible and collaborative approach including flexibility to work late and weekends if necessary • Ability to work extra hours and provide holiday cover, including in the school holidays • Team worker • Responsive to and an ability to work in a changing and demanding environment and work under pressure • Ability to multi-task, prioritise appropriately and organise own workload • Reliable and punctual 	

	<ul style="list-style-type: none">• Commitment to own professional development• Interest in working within the healthcare sector	
--	---	--