



INFORMATION FOR APPLICANTS
FOR THE POSITION OF
MEDICAL SECRETARY

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1. Background

The Practice area covers the urban/suburban extremities of the North East part of the City of York and beyond to some outlying villages. We have four surgeries, the main site, where most of the organisational support elements are based, is in an NHS owned Health Centre at Haxby/Wigginton; a large, discrete suburban/village development outside the City's ring road. The second largest surgery serves the suburban area of Huntington. The two smaller sites are based at New Earswick, amongst the original Joseph Rowntree "garden village" social housing development, and at Stockton on the Forest, a small rural village outside the City. Stockton also provides dispensing services to its patients.

NHS Services

The Practice holds a GMS (General Medical Services) contract with the NHS and provides the usual full range of services, although we have opted out of out-of-hours (OOH) provision. GP OOH services in York are covered by the PCT. In addition, the Practice is fully involved in providing Enhanced Services, including minor surgery, Public Health Vaccinations, phlebotomy and ECGs to name a few. More recently we have started to provide vasectomies under a discrete contract with the PCT.

Teaching and Training

The Practice has a long and successful history of involvement with medical training and education. There are usually at least 2 Registrars and a Foundation Year 2 Doctor under training. In addition, our GPs teach students from year 1 and 4 from Hull and York Medical School.

Achievements

Our patient surveys show that we meet or exceed the expectations of the majority of our patients and we easily achieve the standards demanded by the survey. Importantly, the Practice consistently achieves maximum points in the QOF process. Lastly, the Practice has Investors In People accreditation and regularly undergoes visits and inspections to ensure that we meet the high standards it requires for the employment and training of our personnel.

Hull

2009 marked the start of a new partnership which will improve access to GP services across Hull. NHS Hull is investing heavily over the next five years to increase access to GP services across the city. Part of this money was made available to increase access to GP services in Hull as it is one of the 25% most under-doctored Primary Care Trust areas in the country.

2. Job Description

Job Title: MEDICAL SECRETARY

Reports to: TEAM LEADER

Responsible to: MANAGING PARTNER

Job Summary:

To provide general secretarial support to the Managing Partner, Doctors and Health Professionals involving word processing and audio typing skills with general clerical work.

Job Responsibilities:

- Provide an efficient audio, copy typing and word processing service for GPs and Health Professionals as required. This includes the typing of letters, reports, patient referrals, minutes, etc. in an accurate and timely manner.
- Assist the Team Leader as required.
- Make appointments and deal with patient enquires at reception as required.
- Liaise and arrange meetings, including the booking of rooms. When required attend meetings and take minutes.
- Establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- Summarise patient notes and maintain patient medical records.
- Receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
- Maintain the clinical computer system in an accurate and secure manner.
- Assist with the gathering of statistics and information when required.
- Provide cover for members of the secretarial team during periods of sickness and annual leave.
- Receive and dispatch mail.

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 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 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 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
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

3. Person Specification – Medical Secretary

	Essential	Desirable
Knowledge/ Qualifications/ Skills	<p>An excellent standard of written and verbal English. Excellent secretarial and keyboard skills Numerate. Excellent customer service skills Good administrative and organisational skills IT literate Excellent telephony skills and phone manner Understand and observe strict confidentiality</p>	<p>PA skills. Audio typing. Knowledge of medical terminology. RSA/CLAIT/ECDL. Pitmans qualification. Organisational skills. Experience with office machinery. Some customer service qualification.</p>
Competencies /Qualities/ Attributes	<p>An interest in primary care Pay attention to detail. Good communication (written and verbal) Work well under pressure Able to work as a team member Able to work unsupervised Able to use own initiative Be self motivated Able to listen and empathise Hard working and willing Flexible and adaptable, able to work according to changing need Enthusiastic Commitment to personal development</p>	
Other	<p>Able to work at the desired times Flexibility of hours for cover Non smoker Good sickness record Car driver/clean licence</p>	

4. Terms and Conditions

Salary: Circa £15000 according to skills and experience. Pay progression will be dependent upon annual performance appraisal.

Annual Holiday: 22 days plus bank holidays pro rata (holiday entitlement will increase as a reward for loyalty and service)

Training: Induction training plus other annual training subject to an agreed personal development plan

Working hours: Full time, 38 hours per week

The Surgeries will be open 8 am to 6 pm weekdays and until 12.00noon Saturdays. The post-holders exact weekly hours will be agreed according to service and individual needs and will include Wednesday evening and Saturday morning to cover extended hours on a rota basis. These hours may vary occasionally as dictated by service or individual requirements. To facilitate communication and training you will also be required to attend events and training that fall outside your normal working hours. These will be reimbursed and paid as overtime, or as time taken in lieu.

Benefits: Contributory pension
Income Protection Insurance
Life Assurance
Medical Insurance
Membership of Leeds Health Plan (assists with basic health costs e.g. dentists and opticians)
Uniform
Annual training and social events

5. Application

Completed application form can be sent electronically followed by signed paper copy to:

Mrs M Barraclough
HR Manager
Haxby Group
Haxby & Wigginton Health Centre
The Village Wigginton
York
YO32 2LL

E mail: maureen.barraclough@gp-b82026.nhs.uk

All applications will be acknowledged.

For an informal discussion regarding this position please contact Heather Hood on 01904 724646.

6. Advert



With a long track record in providing excellent family medicine we are looking for a high-calibre secretary to help deliver our vision of a caring quality GP service in York. You will be working in a multi-professional and multi-agency team whilst gaining valuable skills in a highly supportive and professional employment environment. The post is 38 hours per week offering a competitive benefits package. Salary circa £15K, commensurate with qualifications and skills.

For an information and application pack please contact Mrs M Barraclough, HR Manager, at the following address or see our website:

Haxby Group
Haxby & Wigginton Health Centre
The Village Wigginton
York
YO32 2LL

www.haxbygrouppractice.co.uk

E mail: maureen.barraclough@gp-b82026.nhs.uk

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Closing Date 26 August 2010



INVESTOR IN PEOPLE