**Morland House Surgery**

**JOB DESCRIPTION**

**Job Title:** Practice Secretary/Scanner

**Responsible to:** Practice Manager

**Accountable to:** Practice Manager

**Hours of Work:** Part Time

**Pay :** Dependant on experience

**MAIN DUTIES AND RESPONSIBILITIES OF THE POST**

1. Typing of referral and other clinical letters in priority order
2. Administration of choose and book referral system liaising between doctors, patients and hospitals regarding surgery/hospital appointments
3. Making appointments directly with hospitals where appropriate e.g. rapid access clinics.
4. Chasing outstanding investigations/results/correspondence
5. Dealing with telephone queries / practice notes /emails
6. Informing hospitals by fax of details of patients who have died to ensure that future appointments are cancelled
7. Occasional typing of other correspondence produced by doctors/nurses/practice manager
8. Ordering of stationery and office supplies
9. Providing secretarial cover while colleague is on annual leave
10. Scan patient-related documents onto their medical record using read codes as agreed by the clinical team
11. Any other delegated duties considered appropriate to the post

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**Special requirements of the post**

* Ability to work without supervision and determine own workload priorities
* Ability to prioritise
* Excellent communication skills, both verbal and written
* An understanding, acceptance and adherence to the need for strict confidentiality
* Sound keyboard skills and computer literacy

***Confidentiality***

* While 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.

***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;

***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