

Skerryvore Practice

MEDICAL SECRETARY

**Full Time Permanent Position (37 hours)
Salary (includes Distant Islands Allowance)
£21,927 - £23,821**

An exciting opportunity has arisen for an enthusiastic and dedicated individual to join our Practice team within The Balfour healthcare facility.

The successful candidate will be involved in providing a range of reception and administrative services whereby you will be one of the first points of contact for our patients.

Working in a busy, dynamic environment you must be able to demonstrate excellent communication skills, work to a high degree of accuracy and maintain confidentiality.

Applicants must be able to work both independently and as part of our mutually supportive team.

Personal development is a high priority for all our members of staff, therefore appropriate initial and ongoing training will be provided.

**An application pack can be obtained by emailing ork.skerryvorepractice@nhs.scot,
by contacting the Practice on (01856) 888 240, or by downloading from our website:
www.skerryvorepractice.co.uk**

Applications should be returned by 5pm on Monday 10th May
Interviews will take place on Tuesday 18th May

This post is subject to Disclosure Scotland Clearance

**Please return completed forms to:
Deborah Stove, Office Manager,
Skerryvore Practice, The Balfour, Foreland Road, Kirkwall, KW15 1NZ**

SKERRYVORE PRACTICE

JOB DESCRIPTION

JOB TITLE: MEDICAL SECRETARY

REPORTS TO: OFFICE MANAGER/ASSISTANT PRACTICE MANAGER

Job Summary:

Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

Provide general secretarial support to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

Due to a conflict of interest, we are unfortunately unable to employ anyone who is registered as a patient at Skerryvore Practice. There is an alternative Practice in Kirkwall where you can register should you be successful in this post.

Job Responsibilities:

Reception Duties:

- Opening up/locking up of practice premises and maintaining security in accordance with Practice rules
- To take back and divert phone calls from out of hours service as per Practice rules
- Ensure an effective and efficient reception service is provided to patients and any other visitors to the practice
- Deal with all general enquiries, explain procedures and make new and follow-up appointments
- Using your own judgment and communication skills ensure that patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover and ensure procedures are completed
- Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery
- Enter requests for home visits into the appropriate visits slot on computer, ensuring careful recording of all relevant details and where necessary refer to Duty Doctor
- Have overall responsibility for ensuring home visits are organised and completed in a timely manner
- Action repeat prescription requests and ensure that they are ready for collection by the patient within 7 days. Have overall responsibility for on-line prescription and answering machine requests.
- Advise patients of relevant charges for private (non General Medical Services) services, accept payment and issue receipts for same
- Enter patient information on to the computer as required
- Have overall responsibility for checking and deleting completed Docman actions

Secretarial Duties:

- To 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 quality manner
- To maintain the computer clinical system in an accurate and secure manner
- Assist with organising new patient records when they arrive in the practice
- Electronically scan and file patient records and correspondence into patient's electronic medical record
- To assist with the gathering of statistics and information when required
- To receive and dispatch mail and maintain a pending system
- To regularly check e-mails, Mail Manager, Daybook and Docman. Process any in coming laboratory results and out of hours information and file electronically into the patient's electronic medical record
- Report to the Office Manager any significant events relating to IT systems
- To assist the Managers with all clerical and administrative duties or any other additional duties appropriate to the post as requested by the partners or managers

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:

- 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
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Ensuring there is an accurate and up-to-date list of your own duties (this should detail how to carry these out in step by step instructions) which accessible to all members of the team

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
- 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

PERSON SPECIFICATION

Job Title: Medical Secretary
 Skerryvore Practice
 The Balfour
 Foreland Road
 Kirkwall
 Orkney

	Essential	Desirable
Education & Training: ECDL Business Admin Good general secondary education to standard grade level	 ✓ ✓	 ✓
Skills & Knowledge: Word Processing Skills Knowledge of E-mail and Internet Knowledge of Microsoft Office packages	 ✓ ✓ ✓	
Work Experience Experience in dealing with the public		 ✓
Disposition Neat, tidy disposition Good communication skills Ability to work as part of a team Ability to work on your own initiative Ability to investigate and resolve problems Flexible and interested in learning new skills	 ✓ ✓ ✓ ✓ ✓ ✓	
Other Have ability to multitask Have ability to prioritise tasks Ability to recognise and adhere to need for strict confidentiality	 ✓ ✓ ✓	

SKERRYVORE PRACTICE

Medical Secretary

37 Hours

Hours Required

Monday	0830 - 1700 hrs
Tuesday	0830 - 1630 hrs
Wednesday	0830 - 1300 hrs
Thursday	0830 - 1630 hrs
Friday	1000 - 1800 hrs

EMPLOYMENT APPLICATION

This form may not allow sufficient space for provision of the information requested, or other information you feel would be relevant to the application. If this is the case, please include additional sheets.

Post applied for:	Where did you hear about this Vacancy:
Date of Application:	Skerryvore Practice Website <input type="checkbox"/> Newspaper (or their Website) <input type="checkbox"/> Facebook <input type="checkbox"/> Other (please specify)

PERSONAL DETAILS:

Surname:		First Name(s):	
Date of Birth:			
Current Address:			
Postcode:			
Telephone No:	Daytime:	Evening:	
E-mail address:			

CURRENT (OR MOST RECENT) EMPLOYMENT OR WORK EXPERIENCE

Title of Post	
Number of Hours worked per week:	
Name and Address of Employer:	
Postcode:	
Nature of Business:	Date of Appointment:
Salary and Hourly Rate: (Full time equivalent)	Period of Notice / Contract End Date:

Summary of Duties Responsibilities:

Reason for Leaving:

PREVIOUS EMPLOYMENT (most recent first - you may include unpaid work)

Please give a brief explanation of any periods of unemployment

Employer's Name and Address	Job Title	Salary	Date From	Date To	Reason for leaving

EDUCATION AND QUALIFICATIONS (most recent first). Include details of any qualifications for which you are currently studying/expect to attain and any professional organisations of which you are a member.

Schools, Colleges Universities or other Training organisations	From	To	Qualification Gained

PERSONAL INTERESTS/HOBBIES

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INFORMATION IN SUPPORT OF THIS APPLICATION

In your own words, describe the sort of work you think you would be asked to undertake if you were successful in getting this job:

Please use the space below to explain why you would be a good applicant for the post:
(Any experience you have gained, skills you have to offer and personal qualities)

Please continue on an additional sheet if necessary

This form should be emailed to deborah.stove@nhs.scot or posted to Miss Deborah Stove, Office Manager, Skerryvore Practice, The Balfour, Foreland Road, Kirkwall, KW15 1NZ.

FOR OFFICE USE ONLY	
Date application received:	Interview: Yes / No
Shortlist Yes / No	Notes on references:

REFERENCES

Please give the name, address and telephone number of two people who would be willing to give you a reference. If you are currently or have recently been in employment, one of these should be your current or last employer. If not, a referee should be a person who can make a statement with regard to your character, e.g. a school or college teacher. Referees must not be members of your family or related to you in any way.

Name:	Name:
Job Title (if applicable):	Job Title (if applicable):
Address:	Address:
Postcode:	Postcode:
Telephone:	Telephone:
Email Address:	Email Address:
How does this person know you?	How does this person know you?
If required, may we take up reference before interview?	If required, may we take up reference before interview?
Yes / No (delete as applicable)	Yes / No (delete as applicable)
If No, please give reason why	If No, please give reason why