



## **Medical Administrator Job Description**

**Reports to:** Practice Manager

### **Job Summary:**

To be responsible for undertaking a wide range of administrative duties and the provision of administrative support to the practice team, processing referrals and other administrative queries to provide excellent patient care.

Duties can include, but are not limited to, the processing of information in a timely manner, including the use of the electronic referral service (ERS), liaising with multidisciplinary team members and external agencies such as secondary care and community service providers in accordance with current policies.

### **Job Responsibilities:**

The following are the core responsibilities of the Medical Administrator. There may be, on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- Provide an efficient support to the clinicians processing of letters, reports, patient referrals, minutes and associated documentation in an accurate and quality manner
- Typing of letters when requested
- Understand and manage referral pathways and establish and maintain filing and administrative systems so that information is easily accessible and secure
- Check EMIS task list for referrals and other queries and tasks
- Process referrals using the electronic referral system (ERS)
- Manage referrals, referral responses and worklists and deal with all related queries from patients and hospitals
- Liaise with external agencies such as hospitals and community services, ensuring referrals are processed efficiently
- Action incoming email and manage all enquiries in an effective manner
- Action Docman workflow tasks and ad hoc scanning of patient related documentation and attaching scanned documents to patient's healthcare records
- Input data into the patient's healthcare records as necessary
- Managing all administrative queries as necessary
- Process requests for information i.e. Subject access requests, insurance/solicitor's letters and DVLA forms

- Enable online patient access and proxy access to facilitate patient requests for online information
- Produce meeting agendas and record the minutes of meetings
- Delegated responsibility for communications including the practice website and GP Team Net.
- Reviewing updating the practice information leaflet/website, practice publicity and health education material. Overall responsibility remains with the practice manager.
- Manage the deductions of patient records
- Responsible for incoming medical notes and GP2GP
- Support the practice achieving targets
- Support the practice pass a CQC inspection
- Be adaptable and willing to take on new tasks
- Provide overtime cover for holiday and sickness if required
- Supporting all clinical staff and practice managers with general administrative tasks as requested

### **Confidentiality:**

The organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

### **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 recognizes 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 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
- Recognize 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

Person specification – Medical Secretary		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics and English (C or above)		✓
Experience	Essential	Desirable
Experience working within a GP practice		✓
Experience of working in a healthcare setting		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Clear, polite telephone manner	✓	
Accurate with attention to detail and high standards of work	✓	
Excellent IT skills, including typing and experience in MS Office systems including Outlook, Word and Excel	✓	
eRS, EMIS, Docman, AccuRX user skills		✓
Effective time management (planning and organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving and analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal qualities	Essential	Desirable
An understanding, acceptance and adherence to the need for strict confidentiality	✓	
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated and forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours		✓
Disclosure Barring Service (DBS) check	✓	