

JOB DESCRIPTION

MEDICAL SECRETARY AND RECEPTIONIST

POST:	Medical Secretary and Receptionist
SALARY:	£13.19 per hour
BASED WITH:	Arch Health CIC, Morley Street, Brighton
ACCOUNTABLE TO:	Assistant Practice Manager
HOURS:	37.5 hours per week
CONTRACT:	Permanent

ABOUT ARCH

Arch Health CIC is an outstanding healthcare provider delivering primary care to homeless and vulnerably housed patients. We are looking for outstanding candidates to join the reception and administrative team at our surgery in Central Brighton.

Arch Healthcare is a special kind of GP surgery which actively seeks out opportunities to support the most vulnerable people in the city. The environment is warm, friendly and supportive to staff and patients alike. We have 1500 registered patients, many of whom are known to staff by their first name. Our reception team are often praised by patients for their kind and welcoming manner; we are very aware that the way we make people feel in the waiting room has a direct impact on what happens in the consulting room.

We have a very experienced team who are committed to making a real difference by delivering excellent health care and improving the health of the poorest fastest. The receptionist team is a key part of the patient experience and is essential to the smooth running of the surgery. The Medical Secretary role is key in enabling the clinical team to work efficiently and to reduce their workload. The role is multi-faceted with opportunities in training for the wide range of tasks fulfilled by this team.

Our ideal candidates will be highly reliable, have outstanding interpersonal skills, reception and SystmOne experience, be organised and able to manage multiple tasks, have positive and friendly disposition and a compassionate and empathetic approach to patients using the service.

In return you'll receive a competitive salary, good terms and conditions, access to the NHS pension scheme, a positive and flexible working culture, excellent support from Arch management and the opportunity to influence and improve health services for some of the most vulnerable people in our city.

Main Tasks - Principal Duties and Responsibilities

Reception

- 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. This requires a helpful attitude even when experiencing negative and sometimes challenging behaviour from patients.

- Using your own judgment and communication skills to ensure those patients with no prior appointment but who need urgent consultation are seen in a logical and non-disruptive manner.
- Be aware of your surroundings and of the patients in the waiting room and their needs.
- Receive and make telephone calls as required. Be polite and helpful at all times.
- Liaise with patient's keyworkers (with their consent) to help them access the service as well as any additional requests they may have.
- Participate on a daily basis in managing tasks to ensure that tasks are kept up to date at all times.
- Triage requests that come through for Doctors, responding to and preparing information for the clinical team as appropriate.
- Actively participate in Practice Training to ensure you provide a high level of service for the practice. This will mean you need to attend a training session outside of your normal working hours. You will be expected to do this to ensure that the safety of patients and the Practices adherence to the NHS Contract is achieved.
- Perform the open and closing duties as required, depending on the shift pattern.
- Undertake any other additional duties appropriate to the post as requested by the Doctors, Nurses or the Practice Manager.

Medical Secretary

- Scanning of patient related documentation and attaching scanned documents to patient's healthcare records
- Input data into the patient's healthcare records as necessary
- Process referrals using the electronic referral system (ERS)
- Typing letters, reports and associated documentation as required
- Liaising with external agencies such as hospitals and community services, ensuring referrals are processed efficiently
- Manage all enquires in an effective manner
- Maintain an accurate referrals database
- Process requests for information i.e. SAR, insurance / solicitor's letters and DVLA forms
- Read code data on SystemOne
- Manage all administrative queries as necessary
- Support all clinical staff with general administrative tasks as requested
- Undertake any other additional duties appropriate to the post as requested by the Doctors, Nurses or the Practice Manager.

Person Specification

<p><u>Experience:</u></p> <ul style="list-style-type: none"> • Experience of reception and medical secretary duties • Experience of dealing with patient enquiries and requests • Experience of using SystemOne • Experience of frontline work with homeless people <p><u>Knowledge:</u></p> <ul style="list-style-type: none"> • Knowledge of local NHS facilities <p><u>Skills/Abilities:</u></p> <ul style="list-style-type: none"> • Ability to work as part of a team and independently • Excellent communication skills • Ability to work independently • Good IT Skills • Willingness to undertake varied roles within the team • Ability to take initiative and be proactive • Effective time management <p><u>Personality/Disposition:</u></p> <ul style="list-style-type: none"> • Enthusiastic and flexible • Warm and friendly • Non judgemental • Challenges discrimination • Sensitive and empathetic • Ability to work under pressure 	<p>Important Essential Desirable Desirable</p> <p>Important</p> <p>Essential Essential Essential Essential Essential Essential</p> <p>Essential Essential Essential Essential Essential</p>
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Closing Date: Wednesday 20th March 2024
Interview Date: Thursday 28th March 2024