

**THE VILLAGE SURGERIES GROUP**  
**Job Description – Medical Secretary**

<b>Job Title:</b>	Medical Secretary
<b>Responsible to:</b>	Operations Manager
<b>Responsible for:</b>	N/A
<b>Job Purpose:</b>	To provide an efficient and timely secretarial and administration service to the Doctors, Practice Manager, and other team members.
<b>Ket Duties and Responsibilities</b>	
<b>Secretarial Duties</b>	
<b>1.</b>	Type letters, reports and other documents as required by the Partners, Practice Manager, and other team members.
<b>2.</b>	Liaise with Hospitals and Community Departments regarding patient care, appointments, etc., incorporating electronic referral system (eRS) referrals.
<b>3.</b>	Ensure telephone and email enquiries are dealt with in a courteous and timely manner and take messages as appropriate.
<b>4.</b>	Produce meeting agendas and take minutes of meetings; MDT & Clinical and other meetings as required.
<b>5.</b>	Monitor eRS database including referrals and advice and guidance requests, advising clinicians of triage responses, and ensuring actions are completed as required.
<b>6.</b>	Send emails including those referrals which are not sent via the eRS system, referral expedite requests & requesting information such as results/clinical information etc.
<b>7.</b>	Inputting data into the patient's healthcare records, as necessary.
<b>8.</b>	Undertake photocopying as required.
<b>9.</b>	Filing as required.
<b>10.</b>	Maintaining a clean, tidy, effective working area at all times.
<b>11.</b>	Process death certificates and communicate with the Medical Examiners.
<b>Administration Duties</b>	
<b>12.</b>	Action EMIS tasks on a daily basis.
<b>13.</b>	Monitor all eRS referrals from start to booking.
<b>14.</b>	Action tasks from Docman Workflow.
<b>15.</b>	Monitor progress of 2-week cancer referrals.
<b>16.</b>	Participate in providing holiday/sickness cover.
<b>General</b>	
<b>17.</b>	Observe health and safety guidelines at all times.
<b>18.</b>	Any other reasonable duties that may be required from time-to-time.

**THE VILLAGE SURGERIES GROUP**  
**Specimen Person Specification – Medical Secretary**

<b>Job Title:</b>	Medical Secretary	
<b>Recruiter:</b>	Operations Manager	
<b>Date:</b>	***Insert Date***	
<b>Qualifications</b>		
Good standard of general education	✓	
GCSE Mathematics C or above or equivalent	✓	
GCSE English C or above or equivalent	✓	
Driving License	✓	
Typing Diploma of some kind / AMSPAR Qualification		✓
<b>Experience</b>		
Experience of MS Office, Web, and E-mail	✓	
Experience of working within a medical environment	✓	
Experience of electronic referral system (eRS) system		✓
<b>Skills</b>		
Excellent communication skills (Written and Oral)	✓	
IT skills	✓	
Audio typing	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills	✓	
Interpersonal skills	✓	
Multitasking	✓	
<b>Behaviours</b>		
Smart, polite, and confident	✓	
Planning and organizing	✓	
Performing under pressure	✓	
Adaptability	✓	
Team working	✓	
Self-motivated	✓	
Flexibility	✓	
Confidentiality	✓	
<b>Knowledge</b>		
Knowledge of EMIS		✓
Knowledge of SNOWMED codes		✓

**Prepared by: Kate Evans**

**Date: 07.01.2025**