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MEDICAL SECRETARY (MS) PERSON SPECIFICATION & JOB DESCRIPTION

MS GENERAL PRACTICE SPECIALIST ASSOCIATE (GPSA) JOB SUMMARY

Medical Secretary General Practice Specialist Associates (MSGPSAs) act autonomously within their professional scope to deliver Medical Secretary services for GPS client providers.

MS GPSAs are responsible for general secretarial duties within a client provider organisations and work with our established processes, policies, and procedures to provide a comprehensive high-quality service. MS GPSAs are expected to deal with service user enquiries efficiently, courteously and with a smile.

MS GPSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<i>GCSEs at grade C or equivalent (or 4-9), including English and Maths.</i>	<input checked="" type="checkbox"/>	
<i>Training in administration/clerical duties at NVQ level or above.</i>		<input checked="" type="checkbox"/>
<i>NVQ Level 2/3 in Customer Services or Health Care or related discipline.</i>		<input checked="" type="checkbox"/>

PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
<i>Works effectively independently and as a member of a team.</i>	<input checked="" type="checkbox"/>	
<i>Flexible approach to meet service needs and ensure a stakeholder focused response.</i>	<input checked="" type="checkbox"/>	
<i>Self-motivated and proactive.</i>	<input checked="" type="checkbox"/>	
<i>Continued commitment to improve skills and ability in new areas of work.</i>	<input checked="" type="checkbox"/>	
<i>Able to undertake the demands of the post with reasonable adjustments if required.</i>	<input checked="" type="checkbox"/>	

<i>Able to work across several sites.</i>	<input checked="" type="checkbox"/>	
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SKILLS AND EXPERIENCE	ESSENTIAL	DESIRABLE
<i>Minimum of 2 years post qualification experience, including primary care.</i>	<input checked="" type="checkbox"/>	
<i>In depth therapeutic and clinical knowledge and understanding of the principles of evidence- based healthcare.</i>		<input checked="" type="checkbox"/>
<i>An appreciation of the nature of GPs and general practices.</i>	<input checked="" type="checkbox"/>	
<i>Computer literate with an ability to use the required GP clinical systems.</i>		<input checked="" type="checkbox"/>
<i>Understand the aims of current healthcare policy within primary care.</i>	<input checked="" type="checkbox"/>	
<i>Has attention to detail, able to work accurately, identifying errors quickly and easily.</i>	<input checked="" type="checkbox"/>	
<i>Can effectively manage allocated resources.</i>	<input checked="" type="checkbox"/>	
<i>Produce timely and informative reports.</i>	<input checked="" type="checkbox"/>	
<i>Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines.</i>		<input checked="" type="checkbox"/>
<i>Excellent understanding of data protection and confidentiality issues.</i>	<input checked="" type="checkbox"/>	
<i>Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to come up with solutions.</i>	<input checked="" type="checkbox"/>	
<i>Excellent verbal and written communication skills with team members, service users, carers, and other healthcare professionals.</i>	<input checked="" type="checkbox"/>	
<i>Politically astute with an ability to sensitively manage complexity and uncertainty.</i>		<input checked="" type="checkbox"/>
<i>Excellent organisational and time management skills.</i>	<input checked="" type="checkbox"/>	
<i>Understanding of budget and health and social care data.</i>	<input checked="" type="checkbox"/>	
<i>Committed to own continuing personal development and an ability to support others to develop and progress.</i>	<input checked="" type="checkbox"/>	

PHYSICAL REQUIREMENTS	ESSENTIAL	DESIRABLE
<i>Commit to a DBS Check.</i>	<input checked="" type="checkbox"/>	
<i>UK Driving Licence.</i>		<input checked="" type="checkbox"/>

PRINCIPAL RESPONSIBILITIES

- To provide health care secretarial services to practice and patients, working in accordance with practice protocols and guidelines.
- Ensure efficient patient service by prompt production of referral letters (ideally 24 hrs from dictation). Following up patients' hospital appointments when necessary.
- Guarantee smooth operation of all practice meetings by ascertaining attendees, providing paperwork and refreshments.
- Maximise practice efficiency by daily checking of correspondence clips, taking appropriate action and supervising filing of patient correspondence.
- Maximise practice income & comply with Access to Medical Records Act by dealing promptly with copying Insurance Reports and copying Patient Notes for solicitors etc.
- Ensure efficient running of practice by accurate stock control of stationery, re-ordering when necessary.

PROFESSIONAL RESPONSIBILITIES

- Maintain continued education by attendance at courses and study days relevant/useful or necessary for personal/professional development including attendance at the locality protected learning time (PLT) events.
- To have the ability to work on own initiative, acknowledging limitations of oneself.
- To take personal responsibility for own personal/professional development, providing sufficient evidence of the achievement of set objectives through individual performance and the review process.

SECRETARIAL RESPONSIBILITIES

- Transcribe audio digital dictation for GPs and Practice Manager. Ensuring that signatures are obtained on correspondence when necessary.
- Produce and distribute the practice weekly timetable.
- Liaise with hospitals and patients regarding appointments, including the Electronic Referral System.
- Liaise with GPs and practice manager in preparation of Meeting Agendas and ensure all practice meetings are well prepared, including the room.
- Minute taking, alternating within the secretariat.
- Deal with incoming and outgoing mail.
- Daily importing and filing, into patient records, of the
 - Out of Hours information sheets
 - Electronic Clinic Letters
 - Electronic Referral System rejection list
 - Checking of the generic nhs.net email account
- Supervise and carry out filing of medical and miscellaneous correspondence. Oversee stationery supplies.
- Supervise Insurance Report and Medicals and the production of the appropriate invoice, liaising with the clinicians and insurance companies.
- Weekly banking.
- Manage upkeep of GP LINK operations in conjunction with Practice Administrator. Return of notes. Return all patients' notes to Primary Care Support England (PCSE).
- Manage upkeep of Death records, update records, complete and return medical notes to PCSE, as required.
- Deal with Access to Record requests from patients and their representatives, as required.
- Organise practice social events and staff functions.
- Support the GP in admitting patients to the hospitals.
- Process and support the electronic 2 week wait cancer referrals.

ADMINISTRATION

- Contributes and participates in audits, evaluation, and clinical standard setting within the GPS client provider.
- Accurate and timely summarising of clinical records and read-coding data.
- Complete all required paperwork for legal and administrative purposes in accordance with relevant standards.
- Ensure that all client provider / GPS policies are fully implemented.
- Work in accordance with all governance and internal systems relating to (but not limited to) the management of clinical data and systems.

TRAINING AND DEVELOPMENT

- Taking responsibility for own development with relevant evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP).
- Stay up to date through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, demonstrating skills and activities to others who are undertaking similar work.
- Subject to a performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Work closely with other clinical workers and administrative managers in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets.
- Work to deliver the NHS contract requirements related to the client provider (including the terms of the Quality and Outcomes Framework and locally enhanced services)

ADMINISTRATION AND PROFESSIONAL RESPONSIBILITIES

- Produce accurate, contemporaneous, and complete records of consultation, consistent with legislation, policies, and procedures.
- Participate in the administrative and professional responsibilities of the team.
- Accurate and legible notes of all consultations and treatments are recorded in the patient's notes.
- Ensure clinical systems kept up to date, recording and/or amending accurate details.
- Ensure appropriate items of service claims are made accurately, reporting any problems to a manager.
- Ensure accurate completion of all necessary documentation associated with health care and registration with the client provider.
- Attend and participate meetings as per the GPS mobilisation brief.
- Restocking and maintenance of clinical areas and consulting rooms.
- Attend GPS mobilisation meetings.

TRAINING AND PERSONAL DEVELOPMENT

- Maintain up to date skills and knowledge, maintaining awareness of professional issues at an advanced level.
- Training needs will be monitored by yearly appraisal and will be in accordance with GPS requirements. Personal development will be encouraged and supported by GPS.

- Assess effectiveness of care delivery through self-reflection and peer review, as well as benchmarking and formal evaluation.
- Contribute to the identification and assessment of learning needs of workers and other professionals and assist in planning effective programmes of education.
- Act as a mentor for GPS clients as per the GPS mobilisation brief.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work and ensure own educational commitment is at least sufficient to maintain revalidation requirements.
- Develop and maintain a Personal Learning Plan.
- Regularly participate in clinical supervision.

LEADERSHIP – PERSONAL AND PEOPLE DEVELOPMENT

- Act as a clinical leader on behalf of GPS in the delivery of Dietetic services ensuring that the needs of the service user are a priority.
- Support worker development in order to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Critically evaluate and review innovations and developments that are relevant to the area of work.
- Take part in recruitment processes where appropriate.
- Maintain effective communication and active involvement in the planning and processes of practice-based commissioning or similar initiatives.
- Promote the role of Dietitians in general practice.

CONFIDENTIALITY

In the course of seeking treatment, service users entrust professionals with, or allow them to gather, sensitive information in relation to their health and other matters.

- The DGPSA will comply with Legislation with regards to data protection act and ensure confidentiality is always maintained.
- The DGPSA must regard all information relating to service users and their carers, and other healthcare workers (as well as information relating to the client provider / GPS as a business organisation) as strictly confidential.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of the client provider / GPS may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality, data protection legislation and the protection of personal and sensitive data, as well as other related healthcare legislation (e.g. the NHS Confidentiality Code of Practice).

HEALTH & SAFETY

The MS GPSA will comply with policies, procedures and clinical guidelines for oneself and others. This includes but not limited to:

- Identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised.
- Identifying issues and hazards / risks in relation to other work areas within the business.

- Awareness of national standards of infection control and cleanliness, as well as ownership of infection control and clinically based patient care protocols and implementing them across the client provider.
- Active observation of current working practices across the practice in relation to infection control, cleanliness, and related activities, ensuring that procedures are followed, and weaknesses / training needs are identified, escalating issues as appropriate.
- Identifying the risks involved in work activities, raising them with appropriate management and managing those risks across clinical processes.
- Safe management of sharps procedures, including training, use, storage, and disposal.
- Keeping own work areas and general / service user areas are generally clean, sterile, assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other managers.
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Routine management of own team / team areas, and maintenance of workspace standards:
 - Waste management, including collection, handling, segregation, container management, storage, and collection.
 - Spillage control procedures, management, and training.
 - Decontamination control procedures, management and training, and equipment maintenance.

EQUALITY AND DIVERSITY

The MS GPSA will support the equality, diversity and rights of service users, 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 GPS procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- Support people who need assistance in exercising their rights.

QUALITY

The MS GPSA will strive to maintain quality 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 service user needs.
- Effectively manage own time, workload and resources.

COMMUNICATION

The MS GPSA should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all service users, recognising any difficulties and referring where appropriate.

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES:

The MS GPSA will:

- Apply 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.