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Medical Secretary GPS Associate

Job Title: Medical Secretary.
Location: National. (various locations available across the UK)
Directorate: Primary Care. (NHS England & the devolved nations)
Reports to: GPS Flexible Workforce Office. (FWO)

Job summary.

Are you an organised and proactive professional with a passion for healthcare and a desire to make a meaningful impact in the medical field? We are seeking a highly skilled medical secretaries to join our dynamic team within GP practices across the UK. This crucial role requires a meticulous individual who thrives in a fast-paced environment and is committed to delivering exceptional administrative support to ensure the smooth operation of the practice.

As a medical secretary, you will be at the heart of our medical team, facilitating effective communication between patients, healthcare professionals, and external organisations. Your expertise will contribute to enhancing patient care and the overall efficiency of the practice. This role offers an exciting opportunity to work within a dedicated team, making a tangible difference in the lives of patients and contributing to the future of healthcare.

Key responsibilities.

Administrative support.

- Manage all administrative aspects of the practice, including scheduling appointments, managing patient records, and handling correspondence.
- Serve as the primary point of contact for patients, healthcare providers, and external agencies, ensuring timely and effective communication.
- Prepare and process referrals, medical reports, and other documentation with precision and confidentiality.

Patient liaison.

- Provide a welcoming and professional environment for patients, addressing their queries and concerns with empathy and efficiency.
- Ensure all patients receive accurate information regarding their appointments, test results, and treatment plans.
- Coordinate with medical staff to facilitate patient care and ensure seamless service delivery.

Records management.

- Maintain accurate and up-to-date electronic and paper-based patient records, adhering to all data protection regulations.
- Ensure the secure handling and storage of sensitive medical information, maintaining confidentiality at all times.

Communication and coordination.

- Liaise with GPs, nurses, and other healthcare professionals to coordinate patient care and manage workflow effectively.
- Handle incoming and outgoing communications, including phone calls, emails, and letters, in a professional manner.

Office management.

- Oversee the daily operations of the medical office, ensuring an organised and efficient work environment.
- Manage office supplies and equipment, ensuring they are maintained and available as needed.

Team collaboration.

- Work closely with the multidisciplinary team, contributing to team meetings and quality improvement initiatives.
- Support the implementation of new processes and systems to enhance the efficiency of the practice.

Person Specification.

Qualifications & experience.

- Two years' experience as a medical secretary or similar role within a healthcare setting.
- Proficiency in medical terminology and an understanding of healthcare procedures.

Skills and competencies.

- Exceptional organisational skills and attention to detail.
- Excellent written and verbal communication skills, with the ability to interact confidently with patients and staff.
- Strong IT skills, including proficiency in Microsoft Office and electronic health record systems (e.g., EMIS or SystmOne).

Knowledge.

- Understanding of NHS policies, procedures, and public health initiatives.

Personal attributes.

- Proactive and adaptable approach, capable of managing multiple tasks and priorities.
- A high degree of professionalism, integrity, and confidentiality.
- Patient-centred attitude with a commitment to providing outstanding service.

Why Join us?

- Impact.
Make a real difference in the health and well-being of communities.
- Growth.
Opportunities for professional development and career progression.
- Flexibility.
Various work arrangements available to suit your lifestyle.
- Team Spirit.
Join a supportive and dynamic team dedicated to high-quality patient care.

Special requirements.

- Flexible working hours.
Willingness to work flexible hours, including evenings or weekends, to meet patient needs.
- Driving requirements.
A full driving licence and access to a vehicle may be necessary for conducting home visits or travelling between practice sites.

Application process.

If you are an enthusiastic and organised professional looking to contribute significantly to the healthcare field, we invite you to apply. Please submit your application through our website. We offer opportunities nationwide, with options for remote, hybrid, and in-person work arrangements. Join us in making a meaningful contribution to the health and well-being of individuals and communities across the UK.