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Medical Secretary

Job Title: Medical Secretary
Location: Remote
Directorate: Primary Care. (NHS England & the devolved nations)
Reports to: GPSHR Office

About General Practice Solutions

General Practice Solutions (GPS) provides specialist operational, administrative and workforce support to GP practices, Primary Care Networks (PCNs) and other primary care organisations across the UK.

Our Medical Secretary Support service provides clients with experienced administrative capacity to help manage referrals, correspondence, patient administration and wider back-office workloads.

As a Medical Secretary employed by GPS, you will work as an extension of our clients' teams. You may support one or more client organisations according to service requirements and workload demand, while remaining employed, managed and supported by General Practice Solutions.

Job Purpose

The Medical Secretary will provide high-quality, accurate and timely medical secretarial and administrative support on behalf of General Practice Solutions' clients.

The role will involve remotely accessing client-approved clinical and administrative systems to undertake delegated workloads, helping practices and other primary care organisations maintain efficient patient pathways, process correspondence, manage referrals and reduce administrative backlogs.

The postholder will be expected to work professionally and autonomously within agreed procedures, client-specific protocols and GPS standards, recognising that although they are employed by GPS, their work is undertaken on behalf of our clients and directly contributes to the delivery of patient care.

The role requires excellent attention to detail, confidentiality, organisation and communication, together with an understanding of the importance of accurate and timely administration within primary care.

Key Responsibilities

Medical Secretarial Support

The postholder will undertake a range of medical secretarial duties according to the requirements of each client.

These may include:

- Preparing, processing and managing referral documentation.
- Processing routine and urgent referrals in accordance with client procedures.
- Preparing and formatting clinical correspondence, letters and other documentation.
- Managing incoming and outgoing clinical and administrative correspondence.
- Supporting clinicians with referral and secretarial administration.
- Processing dictated or otherwise supplied clinical correspondence where required.
- Managing administrative tasks arising from consultations, correspondence or clinical instructions.
- Monitoring outstanding secretarial workloads and ensuring tasks are completed within agreed timescales.
- Supporting practices with temporary or ongoing medical secretary backlogs.
- Undertaking other appropriate medical secretarial duties delegated by the client through GPS.

Referral Administration

The Medical Secretary may be required to support the complete administrative referral pathway, including:

- Processing referrals following instructions from clinicians.
- Ensuring referrals contain the required demographic, clinical and administrative information.
- Using appropriate referral systems and pathways, including NHS e-Referral Service (e-RS) where applicable.
- Processing Advice and Guidance requests where appropriately instructed.
- Monitoring rejected, returned or incomplete referrals.
- Escalating referral issues appropriately.
- Supporting two-week-wait, urgent suspected cancer and other urgent referral processes in accordance with client protocols.
- Maintaining accurate records of referral activity.
- Following up outstanding administrative actions where this falls within the agreed client service.
- Ensuring referrals are directed to the appropriate service or provider according to the information and instructions available.

The postholder must recognise the importance of urgent referral pathways and immediately escalate any concerns, discrepancies or potential delays in accordance with the client's escalation procedures.

Patient Administration

Depending upon the requirements of the client, duties may include:

- Processing patient-related administrative requests.
- Updating patient records following authorised correspondence or instructions.
- Supporting clinicians and administrative teams with outstanding patient administration.
- Liaising appropriately with patients, hospitals, community services and other healthcare providers where required.
- Managing administrative queries relating to referrals and correspondence.
- Supporting the coordination of information between primary and secondary care.
- Ensuring patient demographic information is accurately recorded where this forms part of the delegated task.
- Supporting the resolution of administrative issues that may otherwise delay a patient's care pathway.

Clinical Systems and Digital Platforms

The postholder will be expected to use relevant NHS and client systems competently and securely. Depending upon client requirements, these may include:

- EMIS Web
- SystmOne
- NHS e-Referral Service
- Docman
- Accurx
- Microsoft 365
- NHSmail
- Client-specific referral portals
- Document management systems
- Other approved primary care administrative platforms

Full adherence to GPS and client information governance, cybersecurity and system-access requirements is mandatory.

System access must only be used for authorised purposes connected with the postholder's assigned duties.

Workload Management

As GPS provides outsourced support to multiple healthcare organisations, effective workload management is an essential part of the role.

The postholder will:

- Manage allocated workloads efficiently and systematically.
- Work to agreed productivity, quality and turnaround expectations.
- Prioritise urgent and time-sensitive tasks appropriately.
- Ensure assigned workloads are progressed within agreed service levels.
- Notify GPS management promptly where workload volumes, system problems or other circumstances may affect delivery.
- Maintain accurate records of completed work where required.
- Support different GPS clients according to operational requirements.

- Adapt to different client processes and working procedures.
- Assist with backlog reduction projects and periods of increased demand where required.
- Allocation to a particular client should not be regarded as permanent. GPS may redeploy Medical Secretaries between client accounts or workloads according to operational requirements, subject to appropriate training, competency and system access.

Working on Behalf of GPS Clients

The Medical Secretary remains an employee of General Practice Solutions while undertaking work on behalf of GPS clients.

The postholder is therefore expected to represent GPS professionally at all times and to recognise that their conduct, communication, accuracy and quality of work reflect both GPS and the client organisation being supported.

The postholder must:

- Follow GPS policies, procedures and management instructions.
- Follow applicable client-specific Standard Operating Procedures and protocols.
- Work within the scope of the service commissioned by the client.
- Maintain professional boundaries with client employees and patients.
- Escalate operational or contractual concerns through GPS management rather than independently agreeing changes to service arrangements.
- Never make commitments regarding GPS service provision, pricing, staffing or contractual matters without appropriate authority.
- Respect each client's individual processes and ways of working.
- Maintain confidentiality between different GPS clients.
- Never disclose information relating to one client to another client.
- Immediately report any concerns regarding patient safety, data security, system access or service delivery.

Quality and Accuracy

Accuracy is fundamental to this role. The postholder will be expected to:

- Complete work accurately and within agreed timescales.
- Check patient identifiers before undertaking patient-specific administrative activity.
- Ensure information is recorded against the correct patient record.
- Follow referral and correspondence procedures carefully.
- Participate in GPS quality assurance and audit processes.
- Respond constructively to feedback from quality assurance reviews.
- Complete remedial training where required.
- Maintain the competencies necessary to undertake allocated work.
- Report errors or potential incidents immediately rather than attempting to conceal or independently rectify significant concerns.

Where an error could affect patient care, referral timescales, confidentiality or patient safety, it must be escalated immediately in accordance with GPS and client incident procedures.

Communication

The postholder will communicate professionally with GPS colleagues, client teams, clinicians and, where required by the service, patients and external healthcare organisations.

Communication must be clear, courteous, accurate and appropriate to the circumstances.

The postholder will be expected to:

- Maintain professional written and verbal communication.
- Respond appropriately to instructions from GPS management.
- Liaise effectively with client representatives.
- Escalate uncertainty rather than making assumptions regarding clinical or patient-related matters.
- Maintain clear records of significant actions and communications where required.
- Participate in team meetings, training, supervision and operational briefings.

Confidentiality and Information Governance

The Medical Secretary will routinely have access to confidential and special-category personal data, including patient health information.

The postholder must therefore maintain the highest standards of confidentiality and information governance. This includes:

- Compliance with UK GDPR and the Data Protection Act 2018.
- Compliance with applicable NHS information governance requirements.
- Compliance with GPS information security policies.
- Using only approved equipment, systems and communication channels.
- Maintaining secure working arrangements when working remotely.
- Never sharing passwords, smartcards or system credentials.
- Preventing unauthorised individuals from viewing or accessing patient information.
- Immediately reporting suspected or actual data breaches.
- Accessing patient information only where there is a legitimate and authorised requirement to do so.

Unauthorised access to patient information is strictly prohibited.

Patient Safety and Escalation

Although primarily an administrative role, Medical Secretaries can encounter information that may have implications for patient safety.

The postholder must therefore:

- Recognise the limits of their role and competence.
- Never provide clinical advice unless appropriately qualified and specifically authorised to do so.
- Escalate clinical queries to an appropriate clinician.
- Escalate urgent or potentially serious concerns promptly.
- Follow client procedures relating to urgent referrals and correspondence.
- Raise concerns where information appears incomplete, contradictory or potentially unsafe.
- Follow GPS incident reporting procedures where an error, near miss or patient safety concern is identified.
- Where there is uncertainty, the postholder must seek appropriate advice rather than make a clinical judgement.

Flexibility and Client Requirements

GPS supports a range of organisations with differing systems, workflows and operational requirements. The postholder will therefore be expected to demonstrate reasonable flexibility in relation to:

- Client allocation.
- Workload type.
- Systems used.
- Client-specific procedures.
- Changes in operational priorities.
- Temporary backlog or project work.
- Supporting colleagues during periods of increased demand.
- Training required for new client accounts or services.

Appropriate training and guidance will be provided where required before the postholder undertakes unfamiliar work independently.

Person Specification

Essential

The successful candidate should demonstrate:

- Previous experience in a medical secretarial, healthcare administrative or comparable role.
- Strong administrative and organisational skills.
- Excellent written and verbal communication.
- High levels of accuracy and attention to detail.
- Ability to manage competing priorities and workloads.
- Ability to work independently within defined procedures.
- Ability to follow detailed instructions and Standard Operating Procedures.
- Understanding of patient confidentiality.
- Understanding of the importance of information governance within healthcare.
- Confidence using digital systems and Microsoft applications.
- Ability to learn new clinical and administrative systems.
- Professional and dependable approach to work.

- Ability to recognise when matters require escalation.
- Ability to work effectively as part of a remote team.

Desirable

Experience or knowledge of one or more of the following would be advantageous:

- General Practice or Primary Care.
- GP medical secretarial work.
- EMIS Web.
- SystmOne.
- NHS e-Referral Service.
- Docman.
- Accurx.
- NHSmail.
- Referral management.
- Two-week-wait or urgent suspected cancer referral pathways.
- Primary and secondary care correspondence.
- Remote healthcare administration.
- Outsourced healthcare support services.

Skills and Attributes

The successful candidate will be expected to demonstrate:

- Excellent attention to detail.
- Strong time management.
- Professionalism.
- Reliability.
- Discretion and confidentiality.
- Adaptability.
- Resilience.
- Accountability.
- Patient-focused thinking.
- Effective problem-solving.
- Ability to follow processes consistently.
- Willingness to receive and act upon feedback.
- Ability to work productively without continuous supervision.

Training and Development

Medical Secretaries will be expected to complete all mandatory GPS training and any additional client-specific training required for allocated accounts.

This may include:

- Information governance and data protection.
- Cybersecurity.
- Safeguarding.
- Equality, diversity and inclusion.
- Patient confidentiality.
- Clinical system training.
- Referral pathway training.
- Client-specific Standard Operating Procedures.
- Patient safety and incident reporting.
- GPS quality and operational procedures.

Continued allocation to particular duties may be subject to maintaining appropriate competency standards.

Performance Standards

Performance will be assessed against a combination of quality, productivity, reliability and professional conduct.

This may include:

- Accuracy of completed work.
- Referral processing quality.
- Turnaround times.
- Productivity.

- Compliance with client procedures.
- Quality assurance results.
- Attendance and reliability.
- Communication.
- Information governance compliance.
- Appropriate escalation of concerns.
- Client feedback.

Quality and patient safety must not be compromised for the purpose of achieving productivity targets.

General Responsibilities

The duties outlined within this job description are not exhaustive.

The postholder may be required to undertake other reasonable duties consistent with the nature and level of the role to support General Practice Solutions and its clients.

The precise nature of work may change according to client requirements, service development, operational demand and changes within primary care.

Any significant or permanent changes to the fundamental nature of the role will be managed appropriately by General Practice Solutions.

Our Purpose

At General Practice Solutions, our Medical Secretary Support team is designed to become an extension of the organisations we support - providing dependable administrative capacity while helping practices reduce backlogs, maintain patient pathways and improve operational resilience.

Our Medical Secretaries play an important role in delivering that commitment through professional, accurate and timely support to our clients and the patients they serve.