



**danetremedicalpractice**  
*Working together for better healthcare*

# 2021

## Job Description and Person Specification – PA and Medical Secretary Support Services



**Practice Manager - Jo Gilford**

**Senior Partner - Dr Jude Viira**

**Operations Manager – Sam Hall**

**Team Leader**

**Support Services – Jen Scarff**

**Danetre Medical Practice**

**September 2021**

An excellent opportunity has arisen for a PA and Medical Secretary to Support Services to join a friendly and busy GP Practice on a permanent contract of 30 hours. The successful candidate will assist in offering general assistance to the Practice Team and project a positive and friendly image to patients and other visitors either in person or via the telephone. The post holder will also receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way.

The post holder must be motivated and enthusiastic and have excellent communication, organisational and IT skills and be able to work well under pressure. Previous experience in working in a GP surgery would be an advantage, however training would be provided to the suitable candidate.

**The role would require the candidate to be flexible, and be willing to work mornings, afternoons and evenings, plus holiday and sickness cover.**

**Currently we are looking to fill the following vacancy  
Monday to Friday 8am to 2 pm**

**This will be on a permanent contract of 30 hours.**

What we will offer you in return:

- Flexible Part Time Working
- Generous Annual Salary
- NHS Pension Scheme
- 25 days Holiday a Year plus 1 days Birthday leave
- A good working environment. - *The practice itself is located in close proximity to Daventry Town centre in a modern building adjoining Danetre Hospital a community hospital which opened in September 2006.*
- Canteen on site
- Also adjacent to the Practice operating independently is Head Start Day Nursery & Boots Chemist

## Job Description

### JOB DETAILS

<b>TITLE:</b>	PA and Medical Secretary Support Services
<b>HOURS OF WORK:</b>	Monday – Friday 8am to 2pm
<b>SALARY:</b>	£9.00 per hour (Level 1- with annual increments)
<b>DIRECT REPORT TO:</b>	Team Leader Support Services
<b>IN DIRECT REPORT TO:</b>	Operations Manager
<b>DATE:</b>	September 2021

### ABOUT US

The current list size of Danetre Medical Practice is approximately 12,700. Any increase over the last ten years has been due mainly to; natural change (more births than deaths); building development within Daventry itself and more recently migration from the rest of the UK and overseas. The boundaries of the Practice show we are large in terms of geographical size, with the majority of the land classified as rural.

The practice itself is located in close proximity to Daventry town centre in a modern building adjoining Danetre Hospital (a community hospital which opened in September 2006) offering a wide range of services and delivering a high standard of care. Also attached to the Practice operating independently is Boots Chemist.

The practice currently has 5x Partner GPs, 3x Salaried GPs and 2x GP Registrars. Resources assigned to the Clinical Team are: 2x Nurse Practitioners, 1x Paramedic Practitioner, 1x Mental Health Nurse, 1x Clinical Pharmacist and 1x Prescribing Technician: Our Treatment Room comprises of a Clinical Manager, 3x Practice Nurses, 2x Health Care Assistants and 1x Trainee Nurse Associate.

### ADDITIONAL INFORMATION

The post holder holds a position of importance, being the crucial link between the doctors, staff and patients and will work within broad procedural guidelines.

Full training will be given in all aspects of the job.

Telephone calls are monitored and used for training purposes and to accurately record patient and GP information

You will be required to wear a name badge, which will be provided for you.

You will be expected to attend regular staff meetings. The meetings provide an opportunity to discuss matters arising from the job and can be used for in-house training.

The post holder will be expected to deliver a high quality, diverse, patient centred service between the hours of 8:00am and 8.00pm Monday to Sunday.

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## Our Vision Statement

To be a compassionate and committed provider of clinical excellence where our staff are motivated to achieve their potential to deliver diverse, local, patient centred services.

## Our Mission Statement

To work in partnership with our patients to provide excellent cost effective healthcare.

## Our Seven Goals

- To be healthcare professionals who are committed and dedicated to providing patient care
- To be recognised as a Practice that performs 'over and above' what is expected of them to ensure high quality patient care
- To have an organisation that promotes a culture of inspiration, maturity and accountability
- To manage resources and build organisational capacity to enable the delivery of diverse local services
- To engage with patients by listening to them and involving them in the decision making process
- To ensure the Practice looks at the 'holistic picture' in their ambition to be a leading provider of medical care
- To grow profitability and maximize income so that a cost effective healthcare service is provided

### **JOB PURPOSE**

To be responsible for the provision of an efficient, comprehensive secretarial and administrative support service to the Dr's and any other members of the clinical teams as required. The post holder must apply a high degree of confidentiality to all of their work.

This role will be required to cover in periods of emergency should the business need arise.

## KEY RESPONSIBILITIES

### GENERAL

- To work collaboratively with the general practice team to meet the needs of patients, supporting the delivery of policy and procedures whilst managing own workload to deliver the practice priorities.
- Undertake the duties of a Personal Assistant to ensure that a high level of patient service is maintained
  - To be the first point of reference for the Dr's screening telephone calls, enquiries and requests, and handling them when appropriate
  - Manage and maintain clinics and make appointments.
  - Dealing with incoming emails and post, corresponding on behalf of the Drs.
  - Produce insurance reports, prepare copies of records for solicitors, and check patient records for online access in line with GDPR.
- Undertake the duties of a Secretarial Support Assistant to ensure that a high level of patient service is maintained
  - While responding to priorities set by the Dr's to organise the routine work relating to patients so that it is conducted in a timely and chronological order, bringing to the attention of the Team Leader any significant lapses and their causes.
  - Perform support tasks examples of which are: organise forms; photocopying; maintenance of files; undertake reminder calls: type material from various source types; prepare correspondence, reports and other documents as necessary
  - To provide support to clinical team

*Although the focus of the role will be to undertake activities as detailed the role will also be evolving as the balance of care shifts from hospital to general practice.*

- Ensure a high quality service provision across the hours of operation ensuring an efficient hand-over between staff
- Adhere to established procedures and agreed Key Performance Indicators to enable quality standards to maximise patient satisfaction
- Support the development and implementation of technology and systems
- Utilizes computerized data entry equipment and various word processing, spreadsheet and file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary, and summarise data in preparation of standardized reports.
- Ensure regular attendance at Practice Development and training days and team meetings even if it means attending site when not on shift.
- To work closely with the patient services team, ensuring an effective level of service provided to patients and staff based within the practice.

- Perform any other duties as requested by the Team leader.

## **IT**

- Ensure information governance standards are implemented and maintained

## **COMMUNICATION**

- Communicate effectively with patients and carers, recognising the need for alternative methods of communication to overcome different levels of understanding, cultural background and preferred ways of communicating
- Utilise communication skills to support patients to adhere to prescribed treatment regimens
- Anticipate barriers to communication and take action to improve communication
- Estimate and maintain effective communication with individuals and groups within the practice environment and with external stakeholders
- Act as an advocate when representing the patients' and colleagues' viewpoints to others

## **QUALITY**

- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Participate in the maintenance of quality governance systems and processes across the Practice and its activities
- Utilise the appraisal/audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required
- In partnership with other teams, collaborate on improving the quality of health care, responding to local and national policies and initiatives as appropriate
- Support and participate in shared learning across the practice and wider organisation
- Participate in the performance monitoring review of the team, providing feedback as appropriate

## **PERSONAL AND PEOPLE DEVELOPMENT**

- Take responsibility for own development, learning and performance including acting as a positive role model
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice
- Encourage others to make realistic self-assessment of their application of knowledge and skills, challenging complacency and actions that are not in the interest of the public and/or users of services
- Understand own responsibilities and accountability in the delivery of services to patients, ensuring that the needs of the patient are the priority
- Contribute and participate in the development of local guidelines, protocols and standards

## **TEAMWORKING**

- Understand own role and scope in the organisation and identify how this may develop over time
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working

- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties
- Ensure clear understanding and utilisation of referral mechanisms within the practice
- Work effectively with others to clearly define values, direction and policies impacting upon care delivery
- Participate in team activities that create opportunities to improve patient services
- Participate in and support local projects as agreed with the practice management team

### **ADDITIONAL RESPONSIBILITY**

- Recommend and implement changes to improve the efficiency of the practice and undertake such additional duties as may become necessary from time to time to ensure the smooth running of the practice
- Attend training courses identified as essential or beneficial to the role and take responsibility for identifying own learning needs
- Ensure all significant events are reported and discussed as appropriate and facilitate a full understanding of clinical governance requirements within the practice

### **KEY WORKING RELATIONSHIPS**

Management Team  
Staff and clinicians  
Associated staff

Partner GP's  
Patients

### **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce.

Information Governance is a framework to enable the Practice to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Information Governance Policy.

### **CONFIDENTIALITY**

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of

personal and sensitive data.

### **HEALTH AND SAFETY**

The post holder will be required to comply with the duties placed on employees of the Practice as set out in the Health and Safety at Work Policy and related procedures.

The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

### **TECHNOLOGY**

- Review and process data using accurate Read codes about patients in order to ensure easy and accurate retrieval for monitoring and audit processes
- Understand own and other's responsibility to the individual organisation regarding the Freedom of Information Act
- Comply with computer based information requirements
- Be computer literate in Microsoft Office Package

### **EQUALITY AND DIVERSITY**

The Practice has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

The Practice is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that all users of its services are treated according to their needs.

- Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in good practice relating to equality and diversity
- Accept the rights of individuals to choose their care providers, participate in care and refuse care. Assist patients from marginalised groups to access quality care

### **REHABILITATION OF OFFENDERS ACT 1974**

This post is not exempt from the provisions of the Rehabilitation of Offenders Act 1974. Therefore the post holder is required to disclose any spent convictions.

***THIS JOB DESCRIPTION IS SUBJECT TO CONSTANT CHANGING NEEDS WITHIN THE WORK SITUATION AND WILL BE REVIEWED ANNUALLY IN CONSULTATION WITH THE POST HOLDER***





## Person Specification

- GCE/GCSE/NVQ level 2 or equivalent; or detailed patient services knowledge
- Must have customer/patient care skills and have worked in a customer/patient facing environment
- Excellent written and verbal communication skills
- Ability to compile and analyse statistical information
- Experience of working with clinical systems ie. SystemOne would be desirable
- Ability to remain calm when dealing with difficult or distressed people
- Commitment to health and safety, equal opportunities and anti-discriminatory practices in employment and service provision
- Understanding of the needs for confidentiality and compliance with service regimes.
- Ability to work on own initiative and as part of a team.
- Experience of working in a public sector/healthcare environment would be advantageous
- Excellent organisation skills required along with ability to prioritise and work to very high standards of performance
- Able to think ahead and anticipate issues
- Ability to be assertive, but polite and patient
- Competence in Microsoft Office packages (Outlook, Word, Excel)