



RICHMOND SURGERY PARTNERSHIP

Post Title:	P/T Secretary/Administrator
Working Hours:	13.30-17.30 preferred 5 days pw, will consider 4 days pw
Pay Scale:	Competitive. Dependent on experience.
Reports to:	Managing Partner

Richmond Surgery is the lead practice for the Fleet Primary Care Network. We currently have 14750 registered patients and operate from a purpose build premises based in a quiet suburb of Fleet, Hampshire. We also have planning permission for an extensive 3rd floor development.

We are a GMS Practice with 4 full time GP Partners, a Managing Partner, 3 full time Physician Associates, 4 Care Coordinators and MSK practitioners. Our clinical system is EMIS Web, and we use ICE, Docman. We are a Yellow Fever Centre, high QoF achievers and rated Good for CQC.

As a business we are inventive and forward thinking with excellent patient reviews on NHS Choices. We are a busy surgery, with an independent 24 hour Pharmacy on site. All our teams both clinical and admin are supportive, friendly and work very closely together to ensure the provision of excellent service to our patients. Commitment to staff welfare is a priority to us and we regularly support all our staff in this area.

JOB DESCRIPTION

Richmond Surgery is a busy practice and is growing and expanding. We are looking to recruit an additional part time team member to our existing secretarial/admin team. This is a new position.

DUTIES

- Typing confidential reports and letters for the GP Partners and Physician Associates
- Liaison between patients, multi-disciplinary teams, secondary care and appropriate clinicians
- Processing and monitoring patient referrals to hospital departments and external agencies
- Efficiently dealing with telephone and email enquiries, and signposting accordingly
- Supporting other team members both in absences and shared other duties

SKILLSETS AND EXPERIENCE

Previous experience working as secretary/typist/administrator and understanding the importance of confidentiality is essential. No prior medical background or audio typing experience is necessary as full training will be given. Excellent communication, confident IT

skills, excellent interpersonal skills and the ability to work as a team member or autonomously are required.

PERSONAL DEVELOPMENT:

- To be responsible for maintaining and developmental learning and performance.
- To ensure a record of personal development and updates are maintained at all times.
- To ensure all mandatory training is completed in a timely manner
- To critique own performance and be accountable for own actions.
- To effectively manage own time, workload, and use of available resources.
- To assess and then discuss with management learning updates and development in line with the position and to undertake such learning as required.
- To participate in the annual appraisal scheme.
- To attend meetings, both internally and externally as required.

OTHER:

Duties are not exhaustive and may change subject to the needs of the Practice and with full discussion with the holder of the position. It highlights the current desired responsibilities for this position.

EQUALITY & DIVERSITY:

We are an equal opportunities employer.

Qualifications	Essential	Desirable
Educated to A Level Standard	x	
Relevant Typing Training/Qualification	x	
Audio Typing Qualification		x
Experience	Essential	Desirable
Experience of working in a primary care environment		x
Experience of working with EMIS Web, ICE, Docman		x
Experience of working in a confidential environment	x	
Knowledge of PCN Working		x
Clinical knowledge and skills	Essential	Desirable
Understand the importance of patient confidentiality and information governance	x	
Knowledge of public health issues in the local area		x
Awareness of issues within the wider health arena		x
Knowledge of health promotion strategies		x
Skills	Essential	Desirable
Excellent communication skills (written and oral)	x	
Confident IT skills	x	
Clear, polite telephone manner	x	
Competent in the use of Office and Outlook	x	
Effective time management (planning and organising)	x	
Ability to work as a team member and autonomously	x	
Good interpersonal skills	x	
Problem solving and analytical skills	x	
Ability to follow clinical policy and procedure	x	
Personal qualities	Essential	Desirable
Polite and confident	x	
Flexible and cooperative	x	
Motivated, forward thinker	x	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	x	
High levels of integrity and loyalty	x	
Sensitive and empathetic in distressing situations	x	
Ability to work under pressure/in stressful situations	x	
Able to communicate and understand the needs of the patient	x	
Desire to learn and develop	x	
Effectively utilise resources	x	
Punctual and committed to supporting the team effort	x	