

## Medical Administrator

**The Manor Surgery, Osler Road, Headington, Oxford**

*Hours: 37 hours per week, Monday to Friday*

*Salary: Dependent on experience*

We are a large GP Practice in Oxford, with approximately 25,000 patients, looking to recruit an enthusiastic Medical Administrator with excellent communication and IT skills to join our team. We operate across two sites, the Manor Surgery in Headington and Kennington Health Centre, this position is based at the Manor Surgery.

We are a modern, friendly practice, with patient care at the heart of all we do. With a growing practice population we are keen to continue to develop our administrative teams to ensure we offer the best possible care to patients and excellent support to our clinical team.

This is a busy and demanding role that requires flexibility and the ability to think on your feet. We are looking for a team player who will thrive in a high-pressure environment. You should be reliable, have good time keeping skills and a strong work ethic.

For further information and/or an informal chat about the role please contact Tracy Meeson on 01865 762535 or by email at [manorsurgery.hr@nhs.net](mailto:manorsurgery.hr@nhs.net)

### Job Description

**Job Title:** Medical Administrator  
**Responsible to:** Admin Manager  
**Accountable to:** Practice Manager

### Job Summary:

To provide general secretarial support to the doctors and health professionals, involving word processing and audio typing skills with general clerical work.

### Key Responsibilities:

- To provide an efficient audio, copy typing and word processing service for GPs and health professionals as required. This includes the typing of letters, reports, patient referrals, minutes, memorandums, etc. in an accurate and quality manner.
- Use of the Choose and Book system where appropriate to assist in referral of patients to one or more hospital(s) of their choice which includes sending out relevant documentation to the patients. Resolving problems relating to Choose and Book, including changes to place of referral and dealing with rejected referrals. Updating clinicians to changes in Choose and Book.
- Responding to tasks and requests sent via Docman and AccuRx.
- Efficient timely action of Fast Track Cancer Referrals ensuring all required information is included to avoid unnecessary delay in processing.

- Checking of generic secretarial email account and in-house task and communication lists.
- To make appointments, bookings and admissions as required.
- To liaise and arrange meetings as required and to attend meetings and take minutes.
- To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
- To access medical records and process requests for targeted and full insurance reports using iGPR portal
- To file patient records and correspondence in patient medical records.
- To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
- To maintain the computer clinic system in an accurate and secure manner.
- To assist with the gathering of statistics and information when required.
- To provide cover for members of the administrative team during periods of sickness and annual leave.

#### **Other requirements of the post-holder:**

##### **Confidentiality**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- 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 & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

## **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, 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 practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

## **Personal/Professional Development**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

## **Quality**

The post-holder will strive to maintain quality within the practice, 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 patients needs
- Effectively manage own time, workload and resources

## **Communication**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

## **Contribution to the Implementation of Services**

The post-holder will:

- Apply practice 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

*This job description should be regarded only as a guideline to the duties required and is not definitive or restrictive.*

### Person Specification

Specification	Essential	Desirable
Education/Training	<ul style="list-style-type: none"> <li>• Good standard of general education.</li> <li>• Grade C GCSE English and Maths or equivalent qualifications.</li> <li>• Typing qualifications</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Computer Literate and good IT skills</li> <li>• Computer Literate and good IT skills</li> <li>• Keyboard skills</li> <li>• Digital Dictation</li> </ul>	<ul style="list-style-type: none"> <li>• Working in NHS/General Practice background</li> <li>• Experience of Choose and book system</li> <li>• Experience of Docman system</li> <li>• Experience of using the EMIS computer system</li> <li>• Knowledge of Lexacom Dictation system.</li> <li>• Knowledge of Medical terminology</li> </ul>
Special Skills/Aptitudes	<ul style="list-style-type: none"> <li>• Good interpersonal and communication skills.</li> <li>• Strong IT skills.</li> <li>• Ability to prioritise workload</li> <li>• Ability to work under pressure.</li> <li>• Team player.</li> <li>• Attention to detail.</li> <li>• Ability to work independently and to demonstrate initiative.</li> <li>• Excellent telephone manner.</li> </ul>	
Personal Qualities	<ul style="list-style-type: none"> <li>• Flexible and positive attitude.</li> <li>• Discretion</li> </ul>	