

London Gynaecology

Job Spec: Medical Secretary

About Us

London Gynaecology is a leading private Gynaecology Practice, based at three locations: The Portland Hospital, one of London's leading private hospitals, our independent clinic in the City of London and our new clinic on Harley Street. With over 20 consultants & GPs, the practice is busy and dynamic and sees in excess of 1200 patients each month.

Our Ethos is to provide excellent, expert advice and care and to always be accessible at the entire stage of the patient pathway. We are committed to ensuring that our service matches the needs of our patients.

Our Mission is to provide high quality personalised healthcare at every stage of the patient pathway, ensuring the best possible outcomes for our patients relating to their gynaecological and reproductive health. We aim to provide a safe framework for doctors to deliver expert care, using state-of-the-art medical equipment and facilities.

Our Values are:

- Honesty, dignity and respect
- Services that meet the patients' need
- Access and accessibility
- Transparent pricing
- Robust, safe processes and policies
- Innovation

We believe it is important to treat every patient and colleague with honesty and integrity and as an equal with dignity and respect. We are a team, the wellbeing of our staff is paramount and we treat each other with respect and kindness. We are therefore looking for someone to join our organisation who embodies these values, is a team-player and will go above and beyond to deliver excellent patient service.

The role

We are recruiting for a new role at our practice; Medical Secretary. The role is a critical one as it is often one of the first points of contact a patient will have with London Gynaecology,

will aid the smooth running of the clinic daily and also ensures that our patients are looked after at all stages of their patient pathway. This is a great opportunity for someone with excellent customer service, administrative and medical secretary skills who is looking to add to their responsibilities.

The role will sit in the administration team and will report to our Patient Services Manager. In addition to the key responsibilities, the role will support other members of the team and requires flexibility due to the nature of Patient Services.

The required hours for secretaries are 35 hours per week covering the office 8am-8pm Monday to Friday (e.g. 8am-4pm, 9am-5pm, 10am-6pm, 12pm – 8pm shifts as required) and the occasional Saturday mornings when needed. As clinic management is a large part of the role, this will be an on-site position.

Key responsibilities

- General medical secretary duties including management of letters, results and procedures
- Liaising with all patients, visitors, consultants and users of the clinic.
- Assisting patients in navigating the clinic.
- Being last point of contact before patients depart the clinic and ensuring their visit has been satisfactory.
- Dealing with telephone and email enquiries from patients, other hospitals and other Practices.
- Other duties such as filing, scanning results and documents into patient notes and posting of letters.

Medical Secretary & Clinic Management Duties

- Help to manage the Practice email inbox, including booking appointments, providing general information, responding to queries, and forwarding emails to relevant team members as necessary.
- Answering the main telephone line and dealing with calls from new patients, existing patients, booking and cancelling appointments and taking payments over the phone.
- Creating letters (e.g. clinic letters, result letters, referral letters, insurance company letters) and sending these to relevant parties.
- Booking procedures for operating theatre, including booking ad-hoc theatre time and anaesthetic cover.

- Working with consultants to ensure that requested test results are received and forwarded to patients in a timely manner.
- Ensuring that consultants are aware of any correspondence (post or email) that needs their attention.
- Greet all patients at the clinic with a warm welcome and create a pleasant and relaxed atmosphere.
- Obtain all client details promptly and accurately and maintain accurate patient registration from database.
- Check patient details and update records as required.
- Manage delays and keep patients informed on arrival.
- Create invoices and take payments.
- Open and distribute daily post in a timely manner.
- Scanning and filing of patient correspondence.
- Arranging any further appointments and scans as per consultants.
- Chaperoning where required (training will be given).
- Keep your knowledge up-to-date of all the services and products that London Gynaecology provides.
- Keeping up to date with mandatory training.

Experience

- The ideal candidate will have held a similar role previously, within a medical environment.
- PC experience (MS Office Suite) - essential.
- Practice manager (Semble) software experience - valuable but not essential.
- CRM experience (Hubspot) – valuable but not essential.

Required Qualities

- Positive attitude and demeanor.
- Excellent administrative and customer service skills.
- High attention to detail.
- Sympathetic and caring: patients can sometimes be anxious or worried, a caring and sympathetic attitude is most important.
- Discreet approach; the nature of our work is confidential and often sensitive. When speaking with patients a discreet approach is required.
- A willingness to be flexible, pitch in and work outside of the core responsibilities of the role; we are a small team and we all work as needed from time to time.
- Good telephone manner.

Benefits

- 25 days holiday + bank holidays per year
- Private Pension
- Private Health Cover
- Social Events
- Access to healthcare appointments

Salary

- Competitive ; dependent on experience.