**Medical Secretary, London Gynaecology**

London Gynaecology is a leading private Gynaecology Practice, based at two locations: The Portland Hospital, one of London’s leading private hospitals, and our new clinic in the heart of the City of London. With fifteen consultants, the practice is busy and dynamic and sees in excess of 700 patients each month.

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 the 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 the Admin Team Leader. In addition to the key responsibilities, the role will also support other members of the team where required.

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.

**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 (Heydoc) software experience - 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 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

**Salary**

* Dependent on experience