

About Us

London Gynaecology is a leading, Private Equity backed private women's health practice, currently based at three locations: our Centre of Excellence on Harley Street, our clinic based out of The Portland Hospital, one of London's leading private hospitals, and our independent clinic in the City of London. With over 20 consultants & GPs, the practice is busy and dynamic and sees in excess of 1500 patients monthly. Over the coming few years, we are planning to rapidly expand the number of clinics and clinical services we provide, beginning with a new clinic in Richmond in October 2025.

Our Ethos & Mission is to provide excellent, expert advice and 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. Our Values are to work together as "ONE TEAM":

- **O**wnership
- **N**urturing
- **E**xcellence
- **T**rust
- **E**mpathy
- **A**ccessibility
- **M**entorship

We believe it is important to treat every patient and colleague with honesty, dignity and respect. Cultural fit is non-negotiable. We are a team, the wellbeing of our staff is paramount and we treat each other with respect and kindness. We are looking for team members who embody these values, are team-players and will go above and beyond to deliver excellent patient service and contribute to making LG a wonderful place to work.

The Role

We are currently recruiting for Medical Secretaries to join our team. 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 Patient Services team and will report to our Clinic 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.

We are currently looking for candidates who will be based either across our London Clinics (Moorgate in the City of London, Harley Street and Great Portland Street) or in Richmond.

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 & Qualifications

- 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

- Team-player ; to be able to work collaboratively, respectfully and in live with London Gynaecology's values.

- Positive attitude and demeanor.
- High attention to detail.
- Ability to manage multiple priorities in a fast-paced environment.
- A willingness to be flexible, pitch in and work outside of the core responsibilities of the role; we are a small (but growing) team and we all work as needed from time to time.

Benefits

- 25 days holiday + bank holidays per year
- Private Pension
- Private Health Cover (BUPA)
- Social Events
- Access to healthcare appointments via London Gynaecology

Salary

Competitive ; dependent on experience

Disclaimer

The job duties and responsibilities outlined are not exhaustive and may be subject to change.