

**Moss Valley Medical Practice**

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[www.thevalleysmedicalpartnership.nhs.uk](http://www.thevalleysmedicalpartnership.nhs.uk)

**Gosforth Valley Medical Practice**

Gorsey Brigg, Dronfield, Derbyshire, S18 8UE  
01246 419040

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**Job Description**

**Job Title:** Practice Administration Assistant  
**Hours:** 24 hours per week  
**Reporting to:** Practice Administration Team Leader/  
 Assistant Practice Manager  
**Primary Location:** Moss Valley Medical Practice

<p><b>Job Summary</b></p>	<p><b>To work as part of the Primary Health Care Team under the direction of the Assistant Practice Manager in providing an administrative support service to the practice population.</b></p> <p>The Practice Administration Assistant takes an active role in providing administrative support services to the patients and clinical team at the practice, including:</p> <ul style="list-style-type: none"> <li>• The surgery premises are appropriately stewarded and kept tidy.</li> <li>• Administering of the appointments system.</li> <li>• Enquiries from patients are efficiently and courteously handled.</li> <li>• The secretarial duties of the Practice, both paper and computer-based, are undertaken efficiently and promptly.</li> <li>• Effective communication with all Primary Healthcare Team members.</li> <li>• Holiday and sickness cover for absent Colleagues.</li> </ul>
<p><b>Key Tasks:</b></p>	
<p>The surgery premises are appropriately stewarded and kept tidy</p>	<ul style="list-style-type: none"> <li>• Opening the premises and checking heating, ventilation, and safety risks.</li> <li>• Resuming telephone services/setting answerphones.</li> <li>• Ventilating and tidying the waiting room.</li> <li>• Ensuring the reception area is always left tidy and ready for use.</li> <li>• Closing the premises and checking telephone answerphone on, lights etc. off and the building is secure.</li> </ul>
<p>Administering of the appointments system</p>	<ul style="list-style-type: none"> <li>• Receiving and marshalling patients on arrival.</li> <li>• Making new and follow-up appointments.</li> <li>• Receiving and recording requests for home visits and telephone consultations.</li> <li>• Collation of appointment statistics as requested by the practice manager or partners.</li> </ul>
<p>Enquiries from patients are efficiently and courteously handled</p>	<ul style="list-style-type: none"> <li>• Provision of general information to patients.</li> <li>• Answering enquiries.</li> <li>• Registering new patients.</li> <li>• Explaining surgery procedures.</li> <li>• Receiving &amp; processing requests for repeat (and acute) prescriptions.</li> <li>• Completion of relevant forms.</li> <li>• Receiving &amp; processing patients' payments.</li> </ul>

<p>The secretarial duties of the Practice, both paper and computer-based, are undertaken efficiently</p>	<ul style="list-style-type: none"> <li>• Accessing and filing of patients' paper records as requested by any clinician or the Practice Manager.</li> <li>• Updating the computerised patient records as required.</li> <li>• Return of requested records (with computer print-out) to the Registrations Department.</li> <li>• Typing of letters and other documents as requested by any clinician or the practice manager.</li> <li>• Processing referrals.</li> <li>• The provision of regular data to Primary Care organisations as requested.</li> <li>• Administration of patient recall systems.</li> <li>• Issue of invitations for health promotion activities.</li> <li>• Administration of office supplies stock.</li> <li>• Photocopying.</li> <li>• Filing.</li> <li>• Help with newsletter/poster campaigns.</li> <li>• Computer entry of summarised notes.</li> </ul>
<p>Communication with all Primary Healthcare team members</p>	<ul style="list-style-type: none"> <li>• Receiving, recording, and passing of messages for other Primary Health Care Team members.</li> <li>• The completion of all tasks allocated to you personally or to your team.</li> <li>• Tasks that are not completed should be delegated to a colleague at the change of shifts; in particular that they are provided with information about any unresolved or urgent matters.</li> </ul>
<p>Holiday and sickness cover for absent colleagues</p>	<ul style="list-style-type: none"> <li>• Planned cover for absent colleagues as per the contract schedule.</li> <li>• Ad-hoc cover for unforeseen circumstances.</li> </ul>
<p>Miscellaneous</p>	<ul style="list-style-type: none"> <li>• Making tea and coffee.</li> <li>• Other duties, which may be required, and which are consistent with the responsibilities of the post as it now stands, and as it develops over time.</li> </ul>