

Medical Secretary

Crown Medical Practice

Closing date is 12 August 2026

Apply for this job

Job summary

We are looking for an enthusiastic and self-motivated Medical Secretary to join our practice team.

The ideal candidate would have experience of using EMIS, good sound knowledge of medical terminology, and have worked as a Medical Secretary within the NHS.

You must be accurate, have good communication skills, be a team player, and also be able to work flexibly in the absence of colleagues

Main duties of the job

- Provide comprehensive administrative support to GPs and clinical staff, ensuring smooth day-to-day running of the surgery.
- Maintain and update patient records accurately and confidentially in line with GDPR and NHS guidelines.
- Prepare and type correspondence, referral letters, and reports for clinical and non-clinical purposes.
- Receive and direct incoming calls, queries, and messages efficiently, providing excellent customer service to patients and staff.
- Liaise with external agencies, hospitals, and community services regarding patient referrals and information requests.
- Ensure confidentiality and data protection policies are strictly adhered to at all times.

About us

Crown Medical Practice is a long-established practice in Tamworth with our main surgery based at Tamworth Health Centre and our branch surgery at Stonydelph Health Centre. We currently have a list size of just under 9000 patients. We are an accredited research practice currently taking part in several projects.

Crown Medical Practice consists of 2 GP partners, 5 Salaried GPs, 3 ACP/ANPs, a Specialist Paramedic Practitioner, a Clinical Pharmacist, 2 Practice Nurses, a Trainee Nurse Associate, 2 GP Assistants and an ever expanding administration team. We are a member of Mercian PCN working collaboratively with practices in the area to provide an excellent patient experience.

The Partners are committed to supporting all staff employed by the practice and encourage them to develop their roles through training and mentoring. Crown Medical Practice consistently achieves excellent ratings in the National Patient Survey with the majority of patients rating their overall satisfaction with the practice as good or better.

Our overall CQC rating is good (Inspection June 2022)

Job description

Job responsibilities

As a Medical Secretary at Crown Medical Practice, you will play a vital role in supporting clinical staff by managing administrative tasks efficiently to ensure the smooth operation of the surgery. You will be responsible for managing correspondence, and patient records, acting as a key point of contact for patients and healthcare professionals.

Key Responsibilities:

- Provide comprehensive secretarial and administrative support to GPs and clinical staff across all sites.
- Handle incoming calls, patient enquiries, and correspondence professionally and confidentially.
- Maintain accurate patient records, ensuring compliance with data protection and NHS guidelines.
- Prepare, type, and distribute medical correspondence, referrals, and reports.
- Liaise with hospitals, community services, and external agencies regarding patient care and referrals.
- Support clinical coding and data entry to assist in audits and performance monitoring.
- Ensure patient confidentiality and adhere to all relevant policies and procedures.

Person Specification

Experience

Essential

- Proven experience in a medical secretary or similar administrative role, preferably within a healthcare setting.
- Excellent organisational and multitasking skills, with the ability to manage competing priorities.
- Strong communication skills, both written and verbal, with a professional telephone manner.

- Proficient in using clinical IT systems, EMIS, Microsoft Office, and electronic patient record software.
- Discretion and understanding of confidentiality and data protection legislation.
- Ability to work effectively both independently and as part of a multidisciplinary team.
- Flexible and adaptable approach to work.

Desirable

- Experience working within a GP surgery or primary care environment.
- Knowledge of NHS administrative procedures and clinical coding.
- Additional qualifications in medical administration or secretarial studies.
- Familiarity with local health services and community resources.
- Experience supporting clinical audits and performance monitoring

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Employer Details

Employer name

Crown Medical Practice

Location

Tamworth Health Centre

Upper Gungate

Tamworth

B79 7EA

United Kingdom

Employer's website

<https://www.crownpractice.co.uk> (Opens in a new tab)