

Name; Michelle Murrell

Student Number: 2537977

Module Code: LCHS4001 ACADEMIC AND EMPLOYABILITY SKILLS

Assessment Title: Presentation Script; The Role of the Medical Secretary.

Introduction & Roadmap

Good morning my name is Michelle, my presentation will focus on the role of the Medical Secretary within the health and social care sector.

To provide a brief roadmap of this presentation: I will first outline the reasoning for choosing this role, detail the research strategy and keywords I utilized, evaluate a primary source using the CRAAP test, discuss the research challenges that was encountered, and finally, outline the next steps required to complete the Task 3 report.

Why This Role?

The Medical Secretary role was chosen because it represents the critical administrative backbone of healthcare administration. Having over 25 years of professional experience within administration and business support, I chose this role to analyse how advanced administrative skills—such as data protection, GDPR compliance, and multi-agency communication—directly impact patient outcomes and service efficiency.

Research Methods & Keywords

To start my research, I went to the NHS careers website as my first source. I chose this site because I knew it would provide the most reliable, official guidance for the role, rather than relying on general job boards. I used keywords like 'Medical Secretary role profile', 'NHS bands' and 'admin in healthcare' to narrow my search. By focusing on these official sources, I could clearly identify the essential day-to-day responsibilities, such as patient record keeping, maintaining electronic health records and managing clinical correspondence, which is vital to the role.

Role Requirements & Responsibilities (Objective Style)

Moving on to role requirements and responsibilities, according to research, a medical secretary must be a strong administrator with excellent customer service skills and high attention to detail. The role also requires strong interpersonal skills, alongside computer and software literacy to manage data. While the work can vary from day to day, the research shows that the core of the role involves essential admin tasks such as, taking minutes for meetings and maintaining and updating confidential medical files.

Source Evaluation (The CRAAP Test)

To evaluate the reliability of the NHS Careers website, I applied the C.R.A.A.P, test. I found the site to be highly reliable: the information is kept current for active recruitment, it's directly relevant to the Medical Secretary role, and as the official NHS portal, it holds clear authority as the primary employer. By cross referencing these details, I could ensure the data was accurate and its purpose as an official tool makes it a reliable source.

Next Steps for the Task 3 Report

My next steps for my Task 3 report are simple. First, I'll be looking further into specific NHS departments to get a better handle on their 'day-to-day' requirements. Next, I'll organise all my evidence into a clear, logical structure for the report. Finally, I'll draft the document ensuring all my information is properly cited according to the assessment specifications.

Thank you.