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**Case study**

Name: Karisma Patel

Job title: Medical Secretary

**What role/ profession are you in?**

I am currently in an administrative/medical secretary role within community paediatrics.

To get into the positon I am in today I completed a qualification of a level 3 NVQ in business and administration. I knew I could see myself wanting to get into a profession within an administrative setting through studying IT and doing work experience in business admin. I decided the NHS was a good starting point as not only was it a field I wanted to work in but it allows me to be a part of a service that helps others in a positive manner.

The role to me is rewarding in terms of work as it has allowed me to gain a variety of work experience and skills. The role is also rewarding in terms of people you get to work alongside with as a team.

**What was your career journey like prior to training for your current role/ career?**

Prior to securing my current role and completing my qualification I was a school/college leaver. I enjoyed studying as it allowed me to get an insight on where and what I could see myself wanting to get into. I chose the pathway of doing an apprenticeship as I had the opportunity to study and work all in one.

**What did your early career in the NHS look like?**

In the beginning it was a lot of learning and getting used to as I was new to a working environment. Days would need to be split with training and learning processes along with time to complete and do college work in a timely manner. I was allowed to take time out in the day to complete and work through modules for my college work.

**What is a typical day for you?**

A typical day in this role would involve the use of medical systems and email software being used daily. We have systmone software which we would use when taking incoming calls and completing tasks. Some of the duties I do daily include processing blood forms, process prescriptions, organise telephone calls, arrange multi-disciplinary team meetings, liaise with health professionals, telephone queries, ordering county files and processing post.

**Do you have any words of encouragement for anyone thinking about a career in health and social care?**

I would definitely recommend it as it has fantastic opportunities in terms of progress and learning. I feel a career in health and social care will allow someone to be in a career that is challenging, exciting and would make you want to strive for the best.