

TETBURY HOSPITAL TRUST LTD

JOB DESCRIPTION

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| Title: | Medical Secretary |
| Grade : | P |
| Responsible to: | Team Manager- Medical Secretary |
| Accountable to: | Head of Information, Technology & Administration |
| Liases with: | Consultants, Anaesthetists, medical secretaries, GPs, patients, relatives, external organisations, reception, choose and book, outpatient department, Day Surgery Unit |

Job Summary:

The post holder will work as part of the Administration team, providing a full and Confidential secretarial service to a variety of Consultants across a wide variety of clinical specialities.

The post holder will communicate and maintain a collaborative working relationship with all users of the Outpatient service including Consultants, medical secretaries, General Practitioners, medical personnel, patients and other hospital staff ensuring a proficient service for all. They will also advise the Head of Information Technology & Administration of any issues arising which affect the efficient running of the department

The post holder will be required to maintain effective and efficient systems for typing of clinic letters from audiotapes, filing and collation of results, healthcare record tracking and assisting in the preparation of notes or records for Outpatient Clinics.

The post holder will ensure patient confidentiality at all times.

Principle Duties:

1 General Secretarial Duties

- 1.1 To promptly deal with incoming mail, linking it to relevant records. On receipt of referral letters, ensure they are correctly date-stamped and recorded in the booking office where appropriate.
- 1.2 To set up and maintain effective filing, bring forward and retrieval systems.
- 1.3 To transcribe from audio and long hand, drafts of documents such as outpatient clinic letters, operating notes and discharge summaries.
- 1.4 To develop and maintain effective working relationships with other staff in the Department and the Trust ensuring that a professional and seamless Service is provided.

- 1.5 Action x-ray / pathology results promptly by referring to the medical team and ensure they are made available for the patient's next appointment.
- 1.6 To maintain follow up procedures, arranging appointments for patients when required and notifying the patient of their appointment date.
- 1.7 When requested, identify and access information sources correctly, supplying the information in an appropriate format and within required deadlines.
- 1.8 To ensure that secure systems are in place for the storage of all resources including computerised information.
- 1.9 To ensure that clinic letters are completed and posted within 48 hours of attendance in accordance with Trust standards.
- 1.10 To plan and organise own work schedule with the use of appropriate planning aids, demonstrating good time management and an ability to cope with the unexpected.
- 1.11 To obtain and organise information in support of own work activities, maintaining confidentiality in accordance with organisational procedures.
- 1.12 To have awareness of the key targets, e.g. waiting times, the Trust has to meet, both locally and nationally, and to take the necessary steps to ensure these are met.
- 1.13 To ensure policies and procedures for private and overseas patients are followed and information is passed on to the Accountant.
- 1.14 To identify personal development needs and to undertake education and training where appropriate as agreed with your line manager.
- 1.15 To undertake mandatory training in accordance with Trust policy.
- 1.16 To cross cover when required.
- 1.17 To undertake an appraisal by your line manager

2 Data Administration

- 2.1 To enter data and text correctly, identify errors and amend in accordance with organisational procedures.
- 2.2 To achieve all data input within agreed Trust deadlines.
- 2.3 To use E-mail and case note tracking systems as an aid to communication.
- 2.4 To ensure that the Patient Administration System (Trak) reflects the Trust's up to date patient status.
- 2.5 To be responsible for ensuring patient confidentiality and security of data in accordance with organisational requirements and the Data Protection Act.

3 Enquiry Handling/Customer Care

- 3.1 Respond to callers and/or visitors promptly and courteously, identifying their needs, providing information or referring them as appropriate to the relevant person.
- 3.2 To adopt methods of communication and support which are suited to the needs of the visitors and/or callers.
- 3.3 To acknowledge difficulties in communication or in providing support and seek help as appropriate.
- 3.4 To handle enquiries regarding day case or outpatient waiting list queries, and where necessary expediting any admission information
- 3.5 To follow established procedures and demonstrate appropriate behaviour in dealing with awkward or aggressive visitors and/or callers.

Confidentiality

As an employee you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the Tetbury Hospital Trust

Your attention is drawn to the confidential nature of information collected within the health service. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act or subsequent legislation.

Health & Safety

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors,

All employees must comply with the Trust Infection Control Policy. All employees must attend infection control training

Quality Assurance

As an employee of the Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

Equal Opportunities

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse affect on the Trust's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

General Notes

The duties outlined in this role specification serve as a guide to the current and major responsibilities of the post. The duties and obligations associated with the post will inevitably vary and develop and the role specification will be reviewed on a regular basis. Changes will be subject to consultation with the postholder.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular 1:1s and appraisals with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

As a commissioned provider of NHS services, Tetbury Hospital Trust has a responsibility to adhere to the NHS Constitution which establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another. All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to NHS Constitution for England - Publications - GOV.UK that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

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 to check for any previous criminal convictions.

PERSON SPECIFICATION

This document describes the qualities required for a post-holder that are not captured by the JD.

| SPECIFICATION | DESCRIPTION | |
|---|--|---|
| | Essential | Desirable |
| <p>Qualifications <i>(This must include the level required to appoint to the post. Any requirement for registration should also be recorded here.)</i></p> | <ul style="list-style-type: none"> • Education to GCSE level or equivalent, to include Maths and English • Keyboard skills equivalent to RSA 3 • Demonstrable proficiency in audio-typing • Proficient use of Microsoft Word for Windows | <ul style="list-style-type: none"> • Audio qualification • Conversant with hospital information systems • ECDL qualification or equivalent |
| <p>Experience/Skills <i>(Type and level of experience required to fulfil duties)</i></p> | <ul style="list-style-type: none"> • Knowledge of Word, Excel and Outlook • Knowledge of medical terminology • Keyboard skills • Ability to prioritise work and to adapt to changing circumstances. • Experience of working in an office environment. • Time management and organisational skills, with ability to prioritise own workload and work to deadline • Logical reasoning • Ability to problem solve, and make decisions within the remit of the role • Understanding of Confidentiality and Data Protection Act • 18 week Pathway | <ul style="list-style-type: none"> • Experience of working in the NHS either in a hospital, private practice or for a GP |
| <p>Communication Skills <i>(Indication type of communication and audience. e.g. face-to-face with patients, presentations to colleagues, etc.)</i></p> | <ul style="list-style-type: none"> • Experience of a busy environment and dealing with the general public • Good interpersonal skills • Excellent Communications skills, ability to communicate in English • | |
| <p>Flexibility <i>(Note here any flexibilities required by the post. e.g. Shift Working required, New tasks may need to be undertaken frequently,)</i></p> | <ul style="list-style-type: none"> • Unpredictable work patterns due to interruptions from telephone enquiries and staff queries. • High levels of concentration are required when audio typing. Priorities can change during the day, requiring strong organisational skills | <ul style="list-style-type: none"> • Flexible - able to work over the standard hours on occasions. |

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| <p>Other (Any other key issues not recorded elsewhere in JD or person spec.)</p> | <ul style="list-style-type: none"> • Ability to work autonomously and as part of the Support Services Team. • Experience of dealing with sensitive and confidential situations and information • Aware of all aspects of statutory responsibilities, e.g. Health and Safety, Data Protection, Manual Handling, etc. • Staff are required to move case notes between areas within the Hospital. This involves an understanding of the principles of load handling. | |
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I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification

| | Name | Signature | Date |
|-------------|------|-----------|------|
| Post Holder | | | |

| | Name | Signature | Date |
|--------------|------|-----------|------|
| Line Manager | | | |