

JOB DESCRIPTION

Job Details:

Job Title:	Senior Trust Medical Secretary
Band:	Band 4
Location:	Norfolk & Norwich University Hospital NHS Trust
Department:	Women & Children's Division
Managerially accountable to:	Administration Manager
Professionally accountable to:	Operational Manager

Job Purpose:

Act as a point of contact for all communications between the Consultant, patients, relatives, all hospital staff, General Practitioners and their staff and outside agencies, maintaining a close working relationship between Consultants and patients as appropriate. Assist in the management of the office administration of the Consultant and designated clinical team. Provide an effective administrative secretarial service, ensuring continuity of service during the Consultant absence.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Integrity, Dedication and Excellence.

Overview of Essential Responsibilities:

1. Deal efficiently and effectively with direct and indirect (i.e. telephone, face to face) enquiries from patients, all levels of medical and nursing staff, GPs, Social Services and other health professionals and staff. Respond to complex enquiries, providing routine and non-routine information and non-clinical advice, resolving problems where possible. Communicate appropriately with patients who may be fearful, aggressive or have sensitive concerns, needing reassurance and who may present difficulties in communication e.g. terminally ill patients, deaf patients, mentally ill patients and elderly confused patients. To sensitively provide and receive complex information using tact and adapting communication style to meet the needs of individual levels of understanding. Recognise the importance of individual rights in accordance with legislation, policy and procedures.

2. Attend to all communications, for example, emails, faxes, investigation results on a daily basis. Use judgement to undertake a preliminary assessment of content to determine the appropriate course of action and the priority for the consultant's/clinical team's attention.
3. Accurately transcribe all correspondence by touch typing from audio/digital dictation or shorthand using knowledge of medical terminology. Generate routine and non-routine correspondence independently.
4. Assist patients and their carers by arranging translation/interpretation facilities.
5. Demonstrate and maintain knowledge and understanding of Trust RTT policy.
6. Update RTT in accordance with Trust guidelines and ensure accurate patient pathways, investigating and correcting errors as required. Assist the Administration and Clerical team with data management utilising PAS and other departmental patient databases.
7. Complete the Tertiary referral proforma/template for internal/external referrals as per Trust policy.
8. Promptly action clinical investigations, results and outcomes. Utilise Trust reports to service and administer waiting lists, which may include outpatient, inpatient, diagnostic and waiting lists where relevant.
9. Book patients from waiting lists and update associated booking systems (e.g. ORSOS, ARIA etc.) in line with departmental requirements and in line with the Trust RTT Policy.
10. Utilise outpatient and inpatient PTLs to track patients through pathway.
11. Arrange urgent admissions direct from clinic and ambulatory care areas, contacting the patient and liaising with ward/theatre/clinics as required.
12. Organise and support higher level meetings, such as divisional/directorate/governance meetings, on behalf of Clinical Director or other senior staff, including attending to take formal minutes as necessary.
13. Maintain the Consultant's diary, booking appointments with hospital representatives and liaising regarding lectures, meetings and teaching commitments
14. Processing the Consultant's leave requests, informing relevant departments and staff to ensure services are coordinated e.g. re-scheduling clinics and operating lists accordingly.

15. Assist Appointment Booking Clerks in the management of Outpatient waiting lists by advising them on patient priority in relation to availability of clinic slots, referring to colleagues as necessary.
16. Make Outpatient appointments as required and in response to urgent referrals, overbooking clinics as necessary.
17. Respond to omissions/problems in the scheduling of follow up appointments, analysing the situation (e.g. patient's history, hospital procedure and available slots), and overbooking clinics as necessary.
18. Obtain patient's case notes and monitor the requesting and tracking of investigations bringing results to the attention of clinical staff as soon as available. Contribute to the accurate maintenance of same by incorporating results, correspondence etc. as specified by Trust Policy.
19. Frequent bending, lifting and transportation of heavy, bulky case notes throughout the day.
20. Provide accurate and confidential information to assist with data entry, strictly adherent to Caldicott and Data Protection Act and retrieval of patient information via the PAS, RIS, ICE and other departmental computer software programmes.
21. Register new patients and create a new set of patient notes as required.
22. Assist with audit work in line with departmental requirements.
23. Provide flexible cover and support to secretarial colleagues to ensure that the department is working optimally to best meet the needs of the service.
24. Assist the Administration Management in the co-ordination and supervision of Trust Medical Secretaries/Apprentices/Bank Staff as required and providing training/advice as necessary.
25. Take appropriate action and informing appropriate staff to ensure continuity of clinical cover and services in respect of Consultant and Junior Doctor on-call rotas.
26. Using initiative to respond to queries and problems and develop strategies for updating team on actions taken in the consultant's absence.
27. Order stationery, office supplies, equipment as required by service, liaising with stores as necessary. Receiving and processing charitable donations (cheques), requests for charitable funding etc.
28. Organise and manage workload to deliver service requirements; and plan ahead and liaise with colleagues to ensure continuity of service provision during annual leave.

29. In the absence of the Administration Manager (or Assistant) assist with coordination of secretarial tasks within the sub speciality (e.g. prioritisation of workloads, ensuring timely processing of patient results etc).
30. Undertake annual appraisal for junior members of staff as agreed with the relevant line manager and following appropriate training.
31. Work with colleagues within the department, and across the Trust as required, to improve service quality, safety and efficiency.

Specific Additional Responsibilities:

1. Maintaining an in-patient waiting list for minor surgical procedures and arranging admissions liaising with patients, wards, angiography department, anaesthetic staff, and technicians and outside agencies where appropriate.
2. Assist in co-ordinating and maintaining record of all junior doctors leave.

Functional Requirements			
Direct face to face patient contact	No	Blood/body fluid exposure	No
Exposure prone procedures (EPP)	No	Prevention and management of aggression	No
Manual handling	Yes	Crouching/stooping or kneeling	Yes
Night working/shift work	No	Frequent hand washing/wearing gloves	No
VDU user	Yes	Chemical sensitisers	No
Driving patients	No	Noise	No
Other (please state)	n/a		

Job Specification:

	Means of Assessment	
	Essential/ Desirable	Application Form/ Interview/Ref/Test
Qualifications/training and professional development		
RSA III or equivalent training or experience	E	AF/I
Good general standard of literacy and numeracy	E	AF/I
Knowledge of medical terminology/AMSPAR qualification	E	AF/I

Evidence of development in previous job roles	E	AF/I
Maintenance of skills and knowledge base through mandatory training and work experience.	E	AF/I
Willingness to undertake additional training, on the job and / or formally to carry out the duties required	E	AF/I
Experience		
Significant Medical Secretarial experience	E	AF/I
Knowledge of relevant Clinical speciality	E	AF/I
Previous NHS experience, knowledge of the NHS agenda and government targets, implementing and proposing changes to policy within own work area	E	AF/I
Previous digital/audio typing experience	E	AF/I
Working knowledge and experience of using Microsoft Office packages, including Word, Excel, Outlook	E	AF/I
Skills, abilities and knowledge		
Ability to manage own workload	E	AF/I
Ability to work on own initiative	E	AF/I
Excellent verbal and written communication skills	E	AF/I
Understanding of the need for confidentiality	E	AF/I
Customer care skills, diplomacy, sensitivity and ability to analyse situations	E	AF/I
Able to work both independently and as part of a team	E	AF/I
Attitude, aptitude		
Ability to work to tight deadlines and maintain concentration in a complex working environment	E	AF/I
Flexible approach to constantly changing work priorities	E	AF/I
Maintain calm approach under pressure during stressful, frequently aggressive situations	E	AF/I

Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence	E	AF/I
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Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.