

North Bristol NHS Trust

Exceptional healthcare, personally delivered

Job Description

Job Details

Job Title: Medical Secretary

Grade: Band 3

Directorate: NMSK

Location/Base: Brunel Building, Southmead Hospital

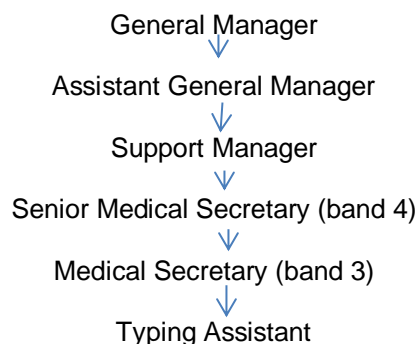
Job Summary

To provide a high quality and comprehensive administrative and clerical support to clinicians and their teams.

To work in a team based secretarial service providing support for each other and ensuring continuity of the service.

To act as a point of liaison between patients, GPs, other staff and outside agencies where required.

Organisation Chart/Accountability



Knowledge, Training, Experience And Skills Required



Putting
patients first



Recognising
the person



Striving for
excellence



Working
well together

Knowledge

- ☐ Working knowledge of relevant hospital systems
- ☐ Full working knowledge of Microsoft Office, including Outlook, Email and Word
- ☐ Knowledge of the Trusts Policies and Procedures
- ☐ Understanding of patient confidentiality and data protection
- ☐ Understanding of medical terminology

Training/Qualifications

- ☐ RSA 3 typing qualification or equivalent
- ☐ Advanced computer and keyboard skills
- ☐ PAS Training or willingness to learn
- ☐ Education to GCSE English Standard or equivalent

Experience

- ☐ Experience of working in the NHS or similar organisation
- ☐ Previous secretarial experience dealing with telephone enquiries, correspondence, office administration and diary management
- ☐ Experience of working in a multi-disciplinary or busy team environment
- ☐ Experience of working under pressure
- ☐ Experience of working to protocols and procedures
- ☐ Experience of talking to patients, service users
- ☐ Good attention to detail and completion of tasks to deadline
- ☐ Ability to exercise judgement whilst problem solving and seeking advice appropriately

SKILLS REQUIRED

1. Must work using own initiative, working independently in own role.
2. Excellent customer care skills to support a positive patient experience
3. Ability to use common sense when dealing with a range of situations
4. Good organisational/prioritisation skills, being able to meet deadlines as well as carry out day to day activities of role
5. Excellent communication, organisational and interpersonal skills
6. Awareness of Trust policies and procedures regarding confidentiality and data protection and ensure that these are adhered to with regard to patient records and information requested over the telephone
7. Excellent attention to detail - ability to complete tasks accurately and efficiently
8. To have the ability to work under pressure
9. Ability to deal with patient queries in a professional, polite, sensitive and understanding manner
10. Computer literate, with excellent keyboard skills - proficient in word processing, digital dictation, database and spreadsheet packages and hospital IT systems.
11. To have a flexible and adaptable approach to work, training and own development.

Main Duties & Responsibilities Of The Post

1. To provide secretarial support for the efficient operation of the department.
2. To act as a contact point, liaising between patients, medical and nursing staff and other internal and external organisations taking clear and concise messages when required, using personal judgement and sensitivity to resolve as necessary.

3. To receive, sort and prioritise daily correspondence for clinicians as required, resolving as appropriate and ensuring all clinical reports/requests are brought to the attention of the relevant clinician to enable appropriate action to be taken.
4. To receive and act upon telephone calls and face to face enquiries from patients, relatives and staff giving advice and information in a prompt, helpful and professional manner, handling conversations with sensitivity and confidentiality.
5. Accurately maintain waiting lists where required.
6. To be responsible for the tracking of all medical records and x-rays to and from the department and to ensure that they are kept in a tidy order when they are in the department.
7. Able to use (or be prepared to learn) the in-house Patient Administration System and other hospital IT systems ensuring that the department functions within the Trust's standards for the integrity of data collection.
8. To work closely with senior colleagues within the team to ensure effective secretarial support and cover.
9. Work together as an effective team worker, providing cover for colleagues in times of absence / annual leave as requested by line manager.
10. Undertake photocopying, filing and other general administration duties such as monitoring stationary supplies to ensure the efficient running of the office.
11. Willingness to support and assist junior members of the team as required, including assisting in the training of new starters.
12. Willingness to undertake further training and development
13. Promote and uphold excellent standards in customer service
14. The post holder will be expected to make changes in own work practices in accordance with service needs and demands and offer suggestions for improving services.
15. Such other reasonable duties, appropriate to a Band 3, as agreed between the post holder and manager from time to time

Working Conditions / Effort

1. Use of a VDU/PC for a large proportion of the role.
2. Unpredictable workload
3. Requirement to concentrate in a busy, open plan office environment
4. Manual handling- lifting boxes of patient records.
5. The working environment can sometimes be noisy and busy – need to respect the privacy of colleagues and minimise interruptions or noise levels when possible
6. Adaptable approach, as the subject matter of your workload will vary across different clinical specialties.
7. There is frequent requirement for prolonged concentration and occasional requirement to concentrate on unpredictable and multiple demands.
8. Contact, both via telephone and face-to-face, with carers or patients who may be emotionally upset and may present in challenging ways, and with health care professionals. Tact and effective communication may be required to defuse emotionally charged situations.
9. Requirement to be flexible to support the core working hours required by the department to deliver the service

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work, which will be further strengthened through becoming a Foundation Trust.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to

access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by.....

Authorised by..... Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made