

MEDICAL & EMERGENCY MEDICINE DIRECTORATE

JOB DESCRIPTION

POST: Medical Secretary

BAND: Band 4

REPORTS TO: Medical Secretarial Supervisor

JOB SUMMARY

The role of the Medical Secretary is to provide a comprehensive secretarial, administration and information service to the Consultant in respect of his/her NHS work and to the supporting medical team. The role comprises a wide range of specific duties and requires competence in word processing, keyboard skills, audio-transcription, exemplary communication and organisational skills. An ability to understand the need for, and to maintain confidentiality, is essential

An essential part of the role is the ability to manage and prioritise own workload without direct supervision.

MAIN DUTIES

- Transcription and production, from digital dictation, audio-transcription or shorthand, of typewritten reports/correspondence, using word processing packages, for the Consultant's team, which may include outpatient reports, discharge summaries, operation notes and other relevant clinical and non clinical correspondence.
- Open and prioritise correspondence (which is often of a highly sensitive and confidential nature) on behalf of Consultant ensuring that urgent correspondence receives prompt attention. In the Consultant's absence, the Medical Secretary is responsible for ascertaining which correspondence requires referral to an appropriate clinician for urgent attention.
- Maintain accurate 18 week referral to treatment (RTT) pathway for patients. The role includes data cleansing by identifying inaccuracies, inconsistencies and gaps in data records for patients on an 18 week pathway. Working closely with Assistant Business Manager, elective admissions and other key stakeholders you will be involved in the successful delivery of RTT pathways. This will include use of ongoing patient tracking list (PTL) databases undertaking weekly validation and maintenance to ensure up to date 18 week pathway. Following validation be responsible for accurate and timely recording, reporting exceptions to senior personnel.
- Retrieve and act upon correspondence received by fax or e-mail.
- Process case-notes of patients discharged from hospital; follow through ongoing care plans as indicated in notes. Allocate notes to relevant clinician for dictation or ensure that any standard letters are completed as appropriate. Where standard letters have been generated at ward level, ascertain from case-notes whether any supplementary letter/action is required and deal with appropriately. Ensure that follow up appointments or referrals to other specialties are arranged where necessary. Ensure that relevant investigation results received after patient's discharge are communicated to GP's where appropriate, particularly where treatment may be required.

- Ensure that discharge summaries and other time-sensitive information are dictated and typed within the designated time limits.
- Receive, manage and prioritise telephone and personal enquires, complaints, messages and information from patients, relatives, General Practitioners, Consultants and other medical staff and external organisations on behalf of Consultant and clinical team. Deal with enquiries relating to the medical and social welfare of patients and relatives in a sensitive manner, referring to medical staff or other Healthcare Professionals where appropriate. When responding to enquires, ensure that relevant guidelines or protocols are followed.
- Respond to enquiries from patients and healthcare personnel as appropriate. Provide empathy and reassurance to patients where necessary. May be required to convey clinical/medical information to patients, medical, nursing, pharmacy or other healthcare staff, when instructed by, or with permission of Consultant.
- Manage patient investigation results. Check all incoming laboratory/radiology results, ensuring that abnormal results are communicated promptly to appropriate Clinician. Ensure all reports are seen and signed by Clinician prior to filing in case-notes. Retrieve patient results from the ICE system, ensuring that results are available as soon as possible. Responsible for chasing up missing results. Maintain systems for monitoring and retrieving outstanding investigations. May be required to instigate appropriate referrals to other disciplines in respect of specific abnormalities in line with Departmental protocols.
- Participate in the training and supervision of support medical secretaries, medical audio-typists and work experience students, which will involve planning and allocation of work, and checking of letters produced for accuracy, as appropriate
- Undertake self-supervision and effective self-organisation in terms of:
 - a) co-ordinating annual and other leave in co-operation with other secretaries, and with the approval of management;
 - b) liaising with other secretaries to ensure fair distribution of work by mutual assistance;
 - c) liaising with manager and other secretaries regarding any flexi-time arrangements within the office.
- Establish and maintain efficient office systems, including filing systems and tracking in/out for case-notes.
- Arrange urgent outpatient appointments/hospital admissions - liaising with wards and other departments as required.
- Liaise with the Waiting List Office in respect of patients requiring listing for hospital admission, ensuring that relevant information or instructions are communicated effectively. Ensure that all relevant investigations are available prior to admission and in particular that any problem with the potential to delay admission/surgery is brought to the urgent attention of the relevant clinician (may be necessary to liaise with or organise input of other Clinicians prior to admission (eg anaesthetic assessment) or to co-ordinate arrangements where procedures require multidisciplinary input).
- Maintain confidentiality at all times, ensuring that information is only divulged to authorised sources and by appropriate means.
- Input and extract data from patient administration system (PAS) and other relevant software programmes, which may be Trust-wide (e.g. ICE and Winscribe). or specialty-specific (training will be given).

- Provide administrative and secretarial support for Consultant's non-clinical NHS obligations and commitments.

OTHER DUTIES

- Use the Booking Centre app to arrange appointments/change clinics/cancel clinics etc. and ensure the relevant personnel are notified in respect of Consultant's or other medical staff absence. May be required to inform appropriate personnel of cover arrangements for Consultant or other medical staff.
- Generate correspondence and take appropriate action, in line with Trust policy, in respect of patients who fail to attend.
- Maintain Consultant's diary. Keep records of medical staff leave and absence.
- Ensure that clinics/theatre lists are cancelled where necessary.
- Type medico-legal summaries, maintain medico-legal files and liaise with legal department in respect of medico-legal cases
- Make arrangements for Consultant to attend clinical conferences, seminars or other relevant events, as necessary, which may include booking travel and accommodation, forwarding remittance and arrangements for study leave.
- May be required to take and transcribe minutes of clinical or non clinical meetings at the request of Consultant or Departmental Manager.
- Co-ordinate arrangements for relevant clinical meetings, liaising with appropriate disciplines, ensuring that case-notes for discussion are available and that appropriate agendas or case summaries are prepared, produced and circulated as necessary.
- Distribute and/or duplicate appropriate information using photocopier, scanner or e-mail.
- Responsible for safe use of, and basic maintenance of office equipment/machinery.
- May be required to arrange for repair/servicing of office equipment and machinery as necessary
- Maintain levels of stock/stationery for own work area.
- Ensure effective communication with all work colleagues, patients and visitors
- Ensure Departmental security is maintained
- Attend all mandatory training.

All members of the Trust have a mandatory obligation to be aware of and abide by the following:

Risk Management

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management/Data Protection Act

As an employee of the Trust, you have a legal responsibility for all records, including patient health, financial, personal and administrative, that you gather or use as part of your work within the Trust. The records may be paper, electronic, microfiche, audio, video tapes, x-ray images etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Health and Safety Requirements

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust whether patient records or Trust information. This duty lasts indefinitely and will continue if you are no longer employed by the Trust.

All the information which identified individuals in whatever form, paper, picture, electronic data, images or voice, is covered by the Data Protection Act 1988 and should be managed in accordance with this legislation.

Trust Policies

The Trust operates a range of policies, Human Resources, Clinical Practice etc. All Trust employees must observe and adhere to the provisions outlined in these policies.

Research

The Trust manages all research in accordance with the requirements of the Clinical Governance Framework. As an employee of the Trust, you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are required to treat all patients, customers, visitors and work colleagues with dignity and respect irrespective of their background.

Child Protection

All employees have a responsibility for safeguarding and promoting the welfare of children. Further guidance can be sought from your Line Manager.

Infection Control

All employees have a personal responsibility for adhering to the control of infection policy. Further guidance can be sought from your Line Manager.

Knowledge and Skills Framework/Personal Development Review

For your post you will receive a KSF job outline detailing knowledge and skills needed to undertake your role. You will be required to undertake an annual personal development review (PDR) which will give you the opportunity to discuss with your manager your progress in relation to your job outline.

Once progression has been agreed you will normally progress to the next incremental point on the pay band 12 months after appointment to this post and to subsequent points every 12 months thereafter, subject to meeting the criteria for progression when you pass through the second gateway point.

STANDARDS OF CONDUCT

Ensure that personal actions and conduct comply with the Trust Policies and Procedures e.g. Health and Safety, Tobacco Control Policy, equal opportunities, confidentiality, the Data Protection Act (1998), Moving and Handling Regulations.

Attend training courses as required e.g. induction, moving and handling, fire lectures etc.

Conduct duties with regard to values underpinning the Trust's Vision:

- If its about me, involve me
- Working together in partnership
- Aspiring to excellence
- Ongoing improvement of our service

KEY STRATEGIC OBJECTIVES FOR 2009/10

The strategic aims and objectives which will be identified in 2009/10 are:

1. Maintain high quality patient experience by achieving all Care Quality Commission standards and targets
2. Maintain focus on patient safety and achieve acute NHSLA level 3 (maintaining level 2 for Maternity services).
3. To improve staff satisfaction through a programme of staff engagement initiatives.
4. Strive for clinical excellence – achieving University Hospital status and establish international links.
5. Pursue Foundation Trust status.
6. Improve public confidence and attract new patients.
7. Deliver sustainable financial balance.

These key strategic priorities will be developed into a detailed set of actions which will form the basis of our Annual Plan for 2009/10.

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively, they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy and is a 'smoke free' zone.