

Job Description

Job Title:	Medical Secretary
Job Band:	Band 4
Department:	Trauma and Orthopaedics
Responsible to:	Rachel Greasley – Assistant Directorate Manager

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing excellent health care, improved health for all.



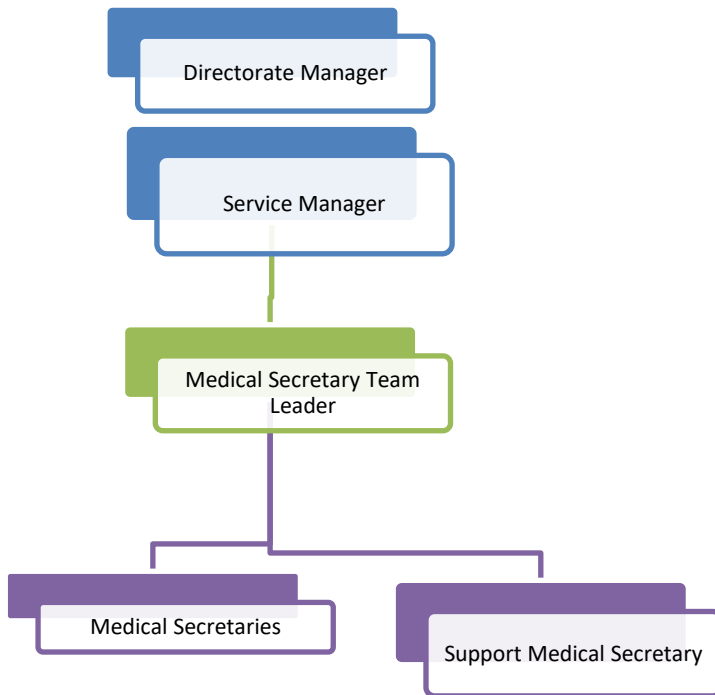
Job Summary

To provide a comprehensive medical secretarial service to Consultants and supporting teams within the designated specialty area. To work collaboratively with other medical secretarial colleagues to ensure clinical correspondence is produced and distributed within acceptable timescales. The post holder will carry



out his/her duties in such a way as to make a direct and positive contribution to the organisation of the work. It is essential that the post holder should exercise initiative commensurate with the role and that confidentiality be maintained at all times.

Structure Chart - Trauma and Orthopaedic Admin Structure



Principal Duties & Responsibilities

General Coordination/Organisational Activities

- 1 Running the Consultant's waiting list, ensuring patients are pre-assessed in a timely manner and theatre lists are kept fully utilised and dataset, adhering to RTT guidelines and priority values.
- 2 Receipt, circulation and despatch of post, taking action where appropriate by obtaining medical records, other associated documentation and drafting of correspondence.
- 3 Deal with new referral letters and action as appropriate by ensuring that these are correctly processed via the appropriate channels, i.e. Out Patient Booking Team, in accordance with triaging by the consultant.
- 4 Assist in the rearrangement of clinical activity (out-patient clinics, theatre lists) when the Consultant or other member of his/her team arranges leave, by liaising with the appropriate members of staff within the Trust.



- 5 Assist in the collation of information for reports, for example medical reports, risk and complaint management etc.
- 6 Planning and organising a number of conflicting tasks and priorities at the same time still meeting challenging deadlines.
- 7 Prioritise workload independently, identifying urgency, highlighting problems and taking appropriate action to prevent or solve problems without supervision.

Maintenance of Information

1. Maintenance of medical records by accurate filing of results, correspondence and other associated documentation and to ensure that all relevant documentation is available to medical staff at the time of consultation with patients.
2. Maintenance of individual filing systems on behalf of the consultant and their team, to include correspondence/reports for example relating to medico legal/ complaints, research.
3. Ensure adequate tracking of medical records both in and out of department and taking the necessary measures to ensure the security of the information contained within these.
4. Maintain appropriate databases and other internal databases and ensure that accurate information is contained within these.
5. Assist in the coordination of test results, bringing these to the attention of the consultant and take necessary action i.e. devising letter to patient.

Secretarial Duties

- 1 Running Consultant's waiting list, ensuring patients are brought in for their procedures, adhering to RTT guidelines and priority values. Ensuring lists are dataset in a timely manner.
- 2 Arranging pre-op assessments for patients in order to maintain full utilised theatre lists.
- 3 Provide a full audio/copy typing service (shorthand if required) to a consultant(s) and their team(s) of both clinical and non-clinical nature, regularly using complex medical terminology within high volumes of workload.
- 4 Draft letters on behalf of the consultant on routine and other matters, to include the drafting of letters to patients following receipt of test results within defined parameters.
- 5 Where appropriate devise, type and distribute working rotas for medical teams where required. To include teaching and on-call rotas.
- 6 Assist in achieving National and Local performance targets by ensuring clinical letters are produced in a prescribed timescales e.g. within 24 hours for newly diagnosed oncology patients.
- 7 Arrange bookings for language interpreters for the preadmission of patients and clinics.



- 8 Arrange domiciliary visits for medical staff, where required, ensuring the completion of documentation for these visits to facilitate appropriate payment.
- 9 Exercise initiative and judgement using acquired skill and knowledge maintaining confidentiality at all times.
- 10 Interpret clinical notes and phraseology of a continually changing medical team.
- 11 Provide the first point of contact for written and telephone enquiries on behalf of the Consultant and their team, using judgement to establish the validity and priority of the contact. Liaison with patients, relatives, GPs and other staff and other external agencies as necessary in a professional manner.
- 12 Diary maintenance (both electronic and manual) on behalf of the consultant, to include the arranging of meetings, both internal and external to the Trust, and attendance at meetings to produce minutes where required.
- 13 Ensuring clinics are readjusted/reduced/cancelled in line with Consultant and Consultant's team annual/study leave.
- 14 Maintenance of Consultant's waiting to comply with RTT guidelines.



Waiting List Co-ordination Activities *(Participation in admissions process is limited within Paediatrics, however, may be called upon to complete the below)*

Admissions

1. To participate in the admissions process by adding patients to the waiting list where clinically indicated. Ensuring full maintenance including waiting list comments, action deferral dates and requesting relevant suspensions / removals in line with the Trust Waiting List Policy.
2. To pre-book any required investigations liaising with the necessary departments and co-ordinate the admission with these tests.
3. To liaise with various departments, wards, medical staff that need to be involved with the admission.
4. Corresponding with patients regarding admission dates and relevant instructions relating to the admission.
5. To be responsible for the generating and distributing admission and operating lists ensuring appropriate case mix and anaesthetic cover.
6. Dealing with cancellations to ensure full utilisation of the available theatre time and bed availability and scheduling urgent cases as required at short notice and using judgement to book appropriate cases.
7. Generate and distribute duty rotas.
8. Exercise initiative in adjustment of priorities and workload of theatre session subject to final approval of Doctor or within defined scope of initiative.
9. To liaise and co-ordinate the booking of theatre sessions for patients requiring joint procedures under the care of two speciality areas.
10. All bookings must adhere to National and Trust waiting time targets and adhere to the Trust Waiting List Policy.
11. Working in conjunction with the Aesthetic Policy / Procedures of Limited Clinical Priority.

Out Patients

To participate in the outpatient booking process by coordinating clinic capacity and liaising with the relevant departments. Dealing with cancellations to ensure full utilisation of all available clinic slots to ensure adherence to National and Trust waiting times.

General

1. In the absence of medical secretarial colleagues provide secretarial cover to associated medical teams.
2. To assist in the management of resources by advising line manager of stationery and equipment requirements, usage and stock levels.
3. Assist in new staff induction/ orientation arrangements together with the identification and support of their training requirements.
4. Assist with the daily supervision of trainee secretaries, support staff and students ensuring an effective office system is maintained.



5. To complete all mandatory training requirements when required.
6. To adhere to the Trust's sickness absence and annual leave procedures.
7. To participate in annual appraisal and to identify personal development plans and training needs.
8. To take part in a regular review of the duties of the post to reflect the changing needs of the NHS, requiring flexibility and a willingness to embrace change.

Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and



inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Emily Bennett
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