

## **JOB DESCRIPTION**

### **Job Details:**

<b>Job Title:</b>	Trust Medical Secretary
<b>Band:</b>	Band 3
<b>Location:</b>	Norfolk & Norwich University Hospital NHS Trust
<b>Department:</b>	Oncology & Haematology
<b>Managerially accountable to:</b>	Administration Manager
<b>Professionally accountable to:</b>	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's 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 and demonstrate behaviours that support and encourage an inclusive culture.

### **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 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.

2. Attend to all communications, for example, emails, faxes, investigation results on a daily basis and prioritising and actioning as required.
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. 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 and waiting lists as required in local work area, escalating to senior staff as required.
9. Adding patients to waiting lists as requested taking into account the urgency of the case and the patient's preference.
10. Arrange urgent admissions direct from clinic and ambulatory care areas, contacting the patient and liaising with ward/theatre/clinics as required.
11. Support meetings with minute taking as necessary.
12. Maintain diaries as appropriate.
13. Processing leave requests, informing relevant departments and staff to ensure services are co-ordinated e.g. re-scheduling clinics and operating lists accordingly.
14. 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 for assistance/guidance as necessary.
15. Make Outpatient appointments as required and in response to urgent referrals, booking clinics as necessary.

16. 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 requesting advice from colleagues as if required.
17. 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.
18. Frequent bending, lifting and transportation of heavy, bulky case notes throughout the day.
19. Provide accurate and confidential information to assist with continued 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.
20. Register new patients and create a new set of patient notes as required.
21. Assist with audit work in line with departmental requirements.
22. Provide flexible cover and support to secretarial colleagues to ensure that the department is working optimally to best meet the needs of the service.
23. Assist bank staff or apprentices working within Department allocating work as required and providing training/advice as necessary.
24. Taking appropriate action and informing appropriate staff to ensure continuity of clinical cover and services in respect of Consultant and Junior Doctor on-call rotas.

Functional Requirements			
Direct face to face patient contact	No	Blood/body fluid exposure	No
Managing a team who hold professional registrations	No	Prevention and management of aggression	No
Exposure prone procedures (EPP)	No	Crouching/stooping or kneeling	No
Manual handling	Yes	Frequent hand washing/wearing gloves	No

Night working/shift work	No	Chemical sensitisers	No
VDU user	Yes	Noise	No
Driving patients	No	Other (please state)	No

## **Job Specification**

		Means of Assessment
	Essential / Desirable	Application Form / Interview / Test
<b>Qualifications/training and professional development</b>		
RSA III or equivalent experience	E	
Good general standard of literacy and numeracy	E	
Knowledge of medical terminology/AMSPAR qualification	D	
Maintenance of skills and knowledge base through mandatory training and the work experience	E	
Willingness to undertake additional training, on the job and / or formally to carry out the duties required	E	
<b>Experience</b>		
Previous digital / audio typing experience	E	
Working knowledge and experience of using Microsoft Office packages, including Word, Excel, Outlook	E	

<b>Skills, abilities and knowledge</b>		
Ability to manage own workload	E	
Ability to work on own initiative	E	
Excellent verbal and written communication skills	E	
Customer care skills, diplomacy, sensitivity and ability to analyse situations	E	
Able to work both independently and as part of a team	E	
Ability to work to tight deadlines and maintain concentration in a pressurised working environment	E	
<b>Attitude, aptitude</b>		
Flexible approach to constantly changing work priorities	E	
Understanding of the need for confidentiality	E	
Maintain calm approach under pressure during stressful, aggressive situations	E	
Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence	E	AF/I
Demonstrates understanding and commitment to Equality, Diversity and Inclusion	E	AF/I

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.