

JOB DESCRIPTION

Job Title	Assistant Medical Secretary
Band/ Grade	3
Directorate	Medicine
Professionally Accountable to	Deputy General Manager – Medicine Directorate
	Admin Lead

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence.

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

The purpose of this job is to provide secretarial support to the Specialty Team in Medicine by typing letters and reports, dealing with telephone queries and ensuring appropriate diagnostic investigations are arranged. The role is initially based in the Neurology department but there will need to be flexibility in working throughout the Division as service needs require

MAIN FUNCTIONS OF THE ROLE

- Audio typing and reviewing patient letters and reports from digital dictation
- Forwarding letters/reports by either: - post, fax, telephone or e-mail as required.
- Answering departmental phone calls in a courteous and professional manner.

- To liaise with patients and provide non clinical advice such as dates and times of clinic appointments.
- To be able to assess nature of enquiry and deal with appropriately, asking advice from the Band 4 Medical Secretaries if necessary.
- Open, prioritise and date stamp mail daily.
- To use own initiative and manage own work load under the guidance of the Band 4 Medical Secretary.
- Ensure all patient notes retained in the office or sent out of the office are traced on Patient Administration System (EPR Maxims).
- Download from pathology APEX system patients' results on request from Consultant.
- Liaise with Clinical Site Managers, Fred Bulmer Medical Day Case Unit, Charles Renton Unit and other medical wards regarding patients' impending admissions for procedures.
- Make sure the notes are complete, correspondence filed and follow-up action taken before the notes are returned to Health Records.
- Obtain urgent radiology reports off the computerized reporting system when required.
- Maintain an up-to-date knowledge of Departmental procedures.
- Obtain patients' hospital notes from Health Records and other Departments.
- To understand the 18 week pathway for patients and undertake any relevant training required.
- To be able to undertake validation and 18 week tracking of patients with the guidance of the Band 4 Medical Secretary.
- Booking and changing of patients' out-patient appointment as required, adhering to Trust's waiting time targets, ensuring 18 week rules are adhered to. Registering patients on Maxims if necessary.
- To show EDSs to Consultants and book ward follow ups as required.
- To be able to outcome telephone clinics on Maxims.
- Ensure patient investigations/results are reviewed by Consultants before filing in notes.
- To be able to provide cover for Band 4 Medical Secretary in times of absence.
- Arrange for prescriptions to be sent to pharmacy in a timely manner for patients attending for treatment or for outpatient collection.
- Book interpreters for appointments as required.
- Use of IEP to send images to other hospitals.
- Put patients on EPR Maxims waiting lists as required.
- Send out admission letters in a timely manner with patient information.

Personal Development:

- To maintain up to date skills as required to provide an efficient service.
- Maintain a full and comprehensive knowledge of medical and drug terminology, and theoretical knowledge of procedures carried out within the department.
- To attend/complete all mandatory training, ie. attend courses or by e-learning.
- Minimise hazards in the working area and report any identifiable hazards to the line manager.
- Maintain personal portfolio and attend annual staff performance and development review (SPDR) annually with Admin Lead.

Administrative Responsibilities

- Order and receipt stationery as appropriate

General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager of the Service Unit. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trust's safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	

Post holder Name:	Post Holder Signature:
Date:	