

Job Description – MEDICAL SECRETARY

Position:	Medical Secretary
Division:	Medicine
Responsible to:	Service Delivery Manager
Reports to:	Service Delivery Manager
Salary:	See Advert
Band:	4
Location:	East Surrey Hospital
Hours of work:	Permanent Post - Monday to Friday Full Time – 09:00 – 17:00 – 37.5
Disclosure required:	Yes

Medical Secretary within the Medicine Division, based at East Surrey Hospital.

- To provide a comprehensive and effective secretarial, administrative and organisational service to a Consultant or group of Consultants/Medical Unit.
- To have an understanding of a range of work procedures, the majority of which are non-routine and the ability to apply these appropriately to the job as required.
- To support the digital managed production service where required and undertake any duties commensurate with ensuring a seamless, efficient service to the patient and internal/external stakeholders.
- To carry out duties without the need for supervision, prioritising own workload and adhering to deadlines.
- To participate fully as a team member.
- To participate in secretarial cover arrangements across all specialty areas within the medicine division.

Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

Dignity and Respect: we value each person as an individual and will challenge disrespectful and inappropriate behaviour.	One Team: we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.
Compassion: we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.	Safety and Quality: we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.

Our objectives

1. **Safe** – Deliver standardised, safe, high quality care, which pursues perfection and puts SASH in the top 25% performers nationally.
2. **Effective** – As a teaching hospital, deliver effective and sustainable clinical care, which focus on outcomes, innovation and technology.
3. **Caring** – Develop the compassionate care we provide in partnership with patients, staff, families, carers and community services.
4. **Responsive** – Be the hospital of choice for our local people delivering services in response to the needs of our population.
5. **Well led** – Be a high quality employer that focuses on staff health and wellbeing and delivers patient-centred, clinically-led, efficient services.

Key working relationships

- Consultants and other clinicians associated with all Medicine specialties.
- Medicine management team.
- Outpatient/Inpatient/cancer administration teams.
- Patients, relatives & carers.
- Diagnostic Departments
- External healthcare organisations.
- Pharmacy

Main duties and key responsibilities

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The candidate will be expected to:

1. To provide a comprehensive secretarial service to a consultant or group of consultants or medical unit including:

- 1.1 Undertake complex and sensitive communications in liaison with internal and external professionals, patients and their carers' and other agencies as appropriate.
 - 1.2 Support the digital document managed service where required and as appropriate.
 - 1.3 Responsible for transcribing complex medical documents.
 - 1.4 Diary management.
 - 1.5 Annual leave management.
 - 1.6 Prioritise correspondence, initiating appropriate action.
 - 1.7 Arrange appropriate administrative duties to ensure consultant(s) and/or unit operates efficiently.
 - 1.8 Work as part of a team to ensure that all administrative functions for patients from the time of GP referral to the time of discharge are coordinated in line with specific care pathway instructions to facilitate the smooth running of the patients' journey. Where a patient has multiple specialist needs, assist the patient in coordinating their pathways to reduce multiple appointments across the Trust.
 - 1.9 To carry out administrative and organisational duties connected with consultant's specialty and/or additional posts they hold, e.g. Lead Clinician, College Tutor, and Regional Advisor.
 - 1.10 To ensure all records are updated appropriately using various IT systems such as Cerner/Information Portal
2. Organise and arrange clinics, ensuring all necessary administrative processes are undertaken e.g. case files up to date, transport arrangements for patients, liaison with other departments, discharge notices, etc.
 3. Be responsible for ensuring clinical results/information is dealt with quickly, ensuring any abnormal results are brought to the consultant's attention. To take appropriate action in the absence of the consultants.
 4. Following investigations, organise **follow-up appointments**/action depending on the urgency e.g. CT scans, MRI scans, etc.
 5. Liaise with other professionals, departments, patients, General Practitioners on behalf of the consultant(s) using the appropriate level of knowledge and judgement in order to respond to queries and take the necessary action, including initiating letters and other correspondence.
 6. Provide advice and assistance to patients, dealing with them in a sensitive, diplomatic and confidential manner.
 7. Receive and act upon tasks raised within the digital dictation system in a timely and efficient manner utilising the wider administrative team where appropriate and liaising with medical records.

8. Make every effort to resolve informal complaints and issues raised by patients, ensuring appropriate managers/departments are kept informed.
9. Support clinicians on the use of digital dictation.
10. Be proficient in the use of various word processing packages, database software and other information technology systems employed by the Trust. Manipulate the said system in order to produce statistics and relevant date/information as required.
11. Deal with all telephone and written correspondence, prioritising and taking action where necessary.
12. Undertake health and safety audits as directed by health and safety co-ordinator.
13. To set up and maintain appropriate manual and computer filing systems, ensuring compliance with the Trust procedures and legislation.
14. To be responsible for developing and/or implementing policies/procedures to ensure the efficient running of the Unit.
15. To participate in the resolution of other department's patient-related queries including Medical Records, Central Booking, Admissions, Patient Access, Medical Staffing and PALS office.
16. To co-ordinate where applicable the day-to-day work of the Band 2/3 administrative staff in order to provide an efficient and timely secretarial service.
17. To take Minutes of meetings and transcribe these into a written copy and circulate to attendees as directed. .
18. To manage, order and ensure stock control of office stationery supplies.
19. To support the service delivery manager in the induction and supervision of new staff within the secretarial area.
20. Participate in the annual achievement review.
21. Be aware of and adhere to the policies and procedures of Surrey & Sussex Healthcare NHS Trust. Ensure annual attendance to mandatory training sessions particularly fire and other Health & Safety sessions
22. Adhere to the Standard Operating Procedure for medical secretaries and any other duties commensurate with the role/banding as required.

23. Provide cover for other medical secretaries and administration assistants across all medical specialties as and when required.
24. Responsible for ensuring that a comprehensive and timely secretarial service is maintained.

Key attitudes and behaviours

1. Exhibit and promote all trust values (Dignity & respect, one team, compassion and safety & quality).
2. Be proactive and forward thinking with processes and service development.
3. Adapt to service and organisational change over time.
4. Maintain a professional demeanour with colleagues and patients.

This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.

General

Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence for Gross Misconduct under the Trust's Disciplinary Policy, and could also result in criminal prosecution. All staff must work in accordance with the General Data Protection Regulation (GDPR) and familiarise themselves with the Trust's information governance and related policies and procedures.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

Safeguarding vulnerable adults, children and young people

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

No Smoking Policy

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

Research

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the medical director's office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

Intellectual Property

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

SASH+

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SASH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.

Medical Secretary Person Specification

Essential	Desirable	Evidenced by
Qualifications		

<ul style="list-style-type: none"> • Good standard of general education. • GCSE English or equivalent • RSA Stage II Typing or equivalent 	<ul style="list-style-type: none"> • Association of Medical Secretaries and Practice Managers (AMSPAR) Diploma or equivalent experience 	Application & Interview
Experience		
<ul style="list-style-type: none"> • Previous secretarial experience • Knowledge of full range of secretarial procedures • Ability to use IT software programmes including digital dictation systems. • Knowledge of medical terminology and its application • Ability to set up and accurately maintain computerised and manual filing/documentation systems 	<ul style="list-style-type: none"> • Previous NHS Experience • Cerner & PAS experience (Patient Administration System) • Previous Medical secretarial experience 	Application & Interview
Knowledge, Skills and Competencies		
<ul style="list-style-type: none"> • To be able to speak/write and receive/issue instructions in English to enable understanding by the audience. • Ability to write and relay clear, concise messages involving complex medical terminology without risk of misunderstanding by the audience. • Ability to draft medical and non-medical letters on behalf of medical team. • Ability to communicate with all levels of personnel, including medical professionals, Patients and outside agencies. • Ability to exert moderate physical effort e.g. handling of patient medical notes. • Ability to use Visual Display Unit potentially for prolonged periods of time. • Self-motivated and ability to work autonomously or as part of a team as required. 	<ul style="list-style-type: none"> • Ability to provide and receive complex and sensitive information • Able to work the hours and duties required by the post • Awareness of the need for confidentiality in accordance with Data Protection Act, Caldicott Principles and national/local guidelines • Ability to comprehend complex instructions containing medical terminology 	Application & Interview

<ul style="list-style-type: none"> • Good organisational skills including management of own workload, prioritisation and the ability to meet tight deadlines. • Able to work on their own initiative, taking appropriate action as necessary in the absence of the Consultant/Manager. • Ability to maintain composure in difficult situations and work in a pressurised environment. • Able to adopt a flexible approach when required by the needs of the service. 		
Behaviours and Values		
<ul style="list-style-type: none"> • Flexibility in shift/working patterns to meet the needs of the service • Is able to participate as a team member • Is of good health and good character as per NMC requirements (if applicable) • Willing to accept additional responsibilities as delegated by senior staff • Displays SASH Values: <ul style="list-style-type: none"> • Dignity and Respect • One Team • Compassion • Safety and Quality 		Application and Interview