

The ROYAL MARSDEN
NHS Foundation Trust



NHS

Medical Secretary

At The Royal Marsden, we deal with cancer every day, so we understand how valuable life is. And when people entrust their lives to us, they have the right to demand the very best. That's why the pursuit of excellence lies at the heart of everything we do.



Life demands excellence

Dear candidate,

Thank you for applying to join the Surgical Breast Team at The Royal Marsden. This candidate pack contains all you need to apply for the post.

The Royal Marsden has a vital role in championing change and improvement in cancer care through research and innovation, education and leading-edge practice. We are incredibly proud of our international reputation for pushing the boundaries and for our ground breaking work ensuring our patients receive the very best and latest in cancer treatment and care.

Thank you for your interest in working for The Royal Marsden, I wish you every success in your application.

Louise Workman
Team Leader

Job title

Medical Secretary

Directorate

Cancer Services

Grade

Band 3

Hours of work

37.5 hours

Location

Chelsea

Reports to

Team Leader

Accountable to

Administration Business Manager's

Liaises with

Consultant(s) Medical Staff, Team Leader, Administration Business Manager's & Assistant Clinical Business Unit Manager

Overview of the Post

The role of the Medical Secretary is key to the efficient management of the consultant firm. Patient access to healthcare professionals and subsequent treatment planning in the specialist hospital setting relies upon well-co-ordinated organisational and administrative support. The role of the Medical Secretary has been introduced at the Trust to strengthen the secretarial service, and this job description outlines the responsibilities that the post is likely to encompass. However, a number of the posts differ in their emphasis depending upon the size of the consultant's clinical practice and administrative team.

1. Key areas of responsibility

Patient access to healthcare professionals and subsequent treatment planning in the specialist hospital setting relies upon good quality organisational and administrative support. The medical secretary is often the first point of contact for users of the Trust's services, and is central to the co-ordination and effective functioning of the Clinical Unit team.

The post holder will be responsible for the provision of an efficient secretarial service to a Consultant team within the Clinical Unit. He/she will liaise with all colleagues within the multidisciplinary team, and with internal departments and external agencies to ensure the continuity of patient treatment. This is a general job description, and the duties are generic. Not all posts will necessarily incorporate the full range of responsibilities listed, and the emphasis will differ depending upon the structure of the consultant's secretarial service, and whether the consultant also has an Administrative or Medical P.A.

1. SECRETARIAL

- 1.1 To act as the first point of contact for users of the service, and to proactively deal with telephone enquiries from patients, their carers, GPs and colleagues in other hospitals in a professional manner.
- 1.2 To type and distribute clinical and general correspondence in line with Trust standards.
- 1.3 To process new patient referrals within Trust and nationally agreed time frames, enabling compliance with quality standards for the diagnosis and treatment of cancer.
- 1.4 To open and action his / her own electronic and paper mail on a daily basis, and also that of the consultant team where required.
- 1.5 To input and maintain patient diagnoses and current clinical unit data on the Hospital Information System, and other patient-related information as required.
- 1.6 To keep a record of the movement of medical records passing through the secretarial office, and to maintain the notes (e.g. filing of correspondence and results) to enable continuity of care.
- 1.7 Where required, to deal with private patients and overseas visitors in accordance with the working methods of the relevant consultant(s) and in line with Trust systems and policies.
- 1.8 To assist with arrangements for patient admissions, liaising as necessary with the medical team, diagnostic departments, admissions office, transport desk etc.
- 1.9 To liaise as necessary with the Senior Sister and clerical supervisors within Out Patients to ensure effective clinic management (for example, cancelling, reducing and overbooking of clinic lists).

2 ADMINISTRATIVE

- 2.1 To have responsibility for the input and maintenance of good quality data.
- 2.2 To maintain a bring-forward system.
- 2.3 To undertake general office duties as required, including photocopying, faxing, filing and date stamping of correspondence.
- 2.4 To ensure that stationery and office equipment is used efficiently, and that any needs are brought to the attention of the appropriate personnel.
- 2.5 To attend secretarial team meetings, and to bring serious issues to the attention of management.

3 INDIVIDUAL & LINE MANAGEMENT (where applicable)

- 3.1 To provide reciprocal cover in the absence of other medical secretaries and to act up for Medical P.A.'s within the team as requested.
- 3.2 To participate in training courses as required by Health & Safety Regulations and Trust Policy.
- 3.3 To participate in any training and personal development as identified via the appraisal process.

- 3.4 To demonstrate a commitment to the delivery of a high quality service to patients and other service users, and to assist in diffusing informal patient complaints.

- 3.5 To perform any other ad hoc duties appropriate to the post that may be required.

Confidentiality and Data Protection Act

All employees of The Royal Marsden NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff (please also see the Trust's policy on Whistleblowing). In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Safeguarding Children and Vulnerable Adults

All staff must be familiar with and adhere to the Trust's child protection and safeguarding adult policies and procedures. All staff are required to attend child protection and safeguarding adults awareness training, additional training and supervision regarding child protection relevant to their position and role.

Health and Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

Customer Service Excellence

All staff are required to support the Trust's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

Emergency Planning

In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs. The policy also applies to staff working within the Trust.

No Smoking Policy

It is the policy of the Trust to promote health. Smoking is actively discouraged and is prohibited in most areas of the Hospital, including offices, with the exception of designated smoking areas on both sites.

Review of this Job Description

This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organization, in which case it will be reviewed in conjunction with the post holder.

4. Employee Specification

Candidates must be able to demonstrate	Essential or Desirable	Assessed by
Education/Qualifications		
Good general education, educated to GCSE level or equivalent	Essential	Application form
Competent at Microsoft Excel, Word and Outlook	Essential	
European Computer Driving License (ECDL) or Equivalent	Desirable	
Experience		
Previous medical secretarial or administrative experience.	Desirable	Application form
Skills/Ability/Knowledge		
Audio typing skills (50 wpm min.).	Essential	Application form / Test
Understanding of medical terminology (preferably oncology)		Application form / Test
The ability to communicate effectively in both written and spoken English to a wide range of people.		Application form / Test
Willingness and demonstrable ability to work as part of a team.		Application form / Test
Evidence of ability and initiative to prioritise a busy workload		Application form / interview/References
Evidence of ability to work without close supervision.		Application form / interview/References
Evidence of ability to remain calm when under pressure and cope with unanticipated demands.		Application form / interview/References
Evidence of ability to handle sensitive information without compromising confidentiality		Application form / interview/References
Evidence of commitment to delivering high quality customer service		Application form / interview/References
Demonstrable awareness of the needs of the multi-disciplinary team.		Application form / interview/References

Other Requirements		
Self-motivated to produce good quality work	Essential	Application form
Demonstrable evidence of personal and professional development		Interview /References
Able to be flexible to meet the needs of the role		Interview/References

The above attributes have been identified by management to be necessary for this post, and will be used when short listing applicants for interview.