

## Job Description

<b>1. Job Details</b>			
<b>Job title:</b>		Medical Secretary – Ear, Nose & Throat Department & Oral & Maxillo Facial Department	
<b>Band:</b>		Band 3 – Fixed Term for minimum of 6 Months (6 posts)	
<b>Reports to (Title):</b>		Specialty Co-Ordinator	
<b>Directorate:</b>		For the Division of Surgery with a particular focus on Head & Neck and Orthopaedics	
<b>Site:</b>		All sites	

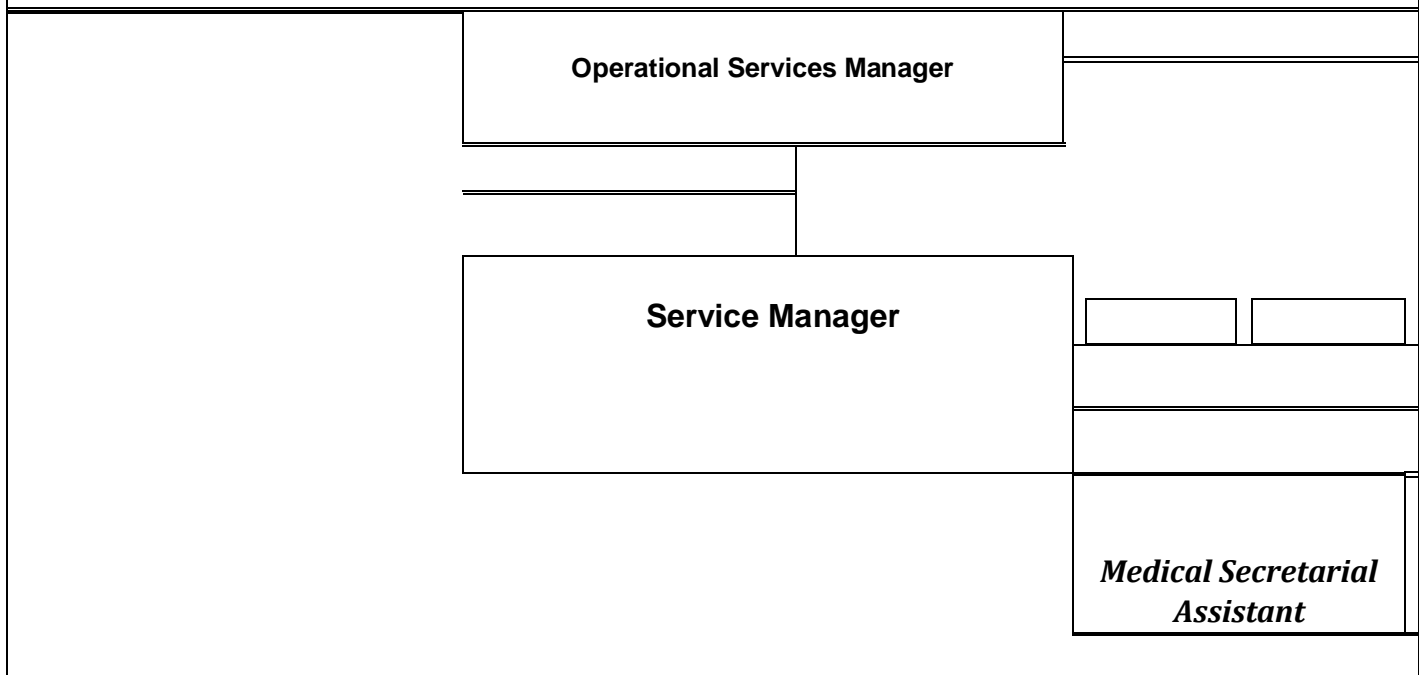
## 2. Job Purpose

Patient administration underpins the patient journey and supports clinical teams in delivering high quality patient care and can make a real difference to the patient experience. Effective and efficient patient administration supports management through ensuring a high standard of data quality and by making the best use of capacity and resources. The Medical Secretary is the hub of effective patient administration in the Business Unit.

The Medical Secretary:

- Ensures a comprehensive secretarial and administrative service is provided to the medical staff and their supporting team
- Provides cover for colleagues in their absence to maintain service levels
- Notifies the Specialty Co-ordinator of any booking rule changes so that clinics and theatres are updated
- Co-ordinates the elective access process with the Waiting List Clerk and ensures that all available capacity is used
- Highlights current & future capacity problems (e.g. when referrals rise or case mix changes) to managers & clinicians
- Works with the Specialty Co-ordinators regularly to ensure the whole of the patient pathway runs smoothly with minimal delays ensuring the Trust achieves locally and nationally agreed standards
- Actively manages patient waiting lists and ensures patient pathways are updated to minimise validation backlogs and data quality issues
- Regularly validates to ensure data quality

### 3. Organisation Chart



**Support Manager**

***Specialty Co-ordinator***

***Medical Secretary***

#### **4. DUTIES**

- 1.** Deal with urgent and routine correspondence and tasks in accordance with agreed practice and CQUIN standards including typing of clinic audio dictation, letters, medical reports, references, rotas and general correspondence including administration when necessary, minutes of committees/meetings attended by their Consultant.
- 2.** Prospectively 'pulls' patients through their pathways to minimise delays, escalating potential capacity issues and solutions to Specialty Co-ordinator for discussion / approval with the Consultant team
- 3.** Works with Choice & Access to arrange clinics cancellations, ensuring clear instructions are given to re-appointing patients, escalating capacity issues to the Specialty Co-ordinator for discussion with the Consultant to avoid delays in patient pathways.
- 4.** Deal with enquiries by letter/e-mail/telephone from patients, GP's other hospitals, police, solicitors (via medical records/legal department) other consultants and management
- 5.** Take responsibility to record 'admin contacts' on patient pathway on Care Flow system

6. Ensures patient pathways are updated to minimise validation and data quality issues. When required will assist in the validation of patient pathways working with the Specialty Co-ordinator.
7. In conjunction with the Consultant, Waiting List Clerk and Choice & Access teams organise theatre lists and clinic sessions to maximise efficiency and assist in achieving national and locally agreed access standards.
8. Ensure all referrals are graded and actioned in a timely manner, as appropriate.
9. Draw to the attention of the medical staff all results and take further action in accordance with the consultants or medical staff teams instructions, including (in agreement with the consultant) informing patients of negative results and future plans for their treatment.
10. By maintaining a close liaison with GP's and other medical staff, initiate action based on acquired experience, independent judgement and initiative to resolve queries raised by patients, relatives or general practitioner, often of a non-routine and sensitive nature, concerning patient's treatment. Escalating complex issues to the Specialty Co-ordinator for resolution.
11. Maintain accurate electronic and paper patient information and records, inclusive of filing all patient results in a timely manner and where appropriate, validate patient pathways where errors have occurred.
12. Assist the Specialty Co-ordinator in the provision of data for medical audit and any other statutory requirements for data collection.
13. Timely ad-hoc retrieval, tracking and delivery of medical notes and x-rays, investigations and results in transport boxes/trolleys, to and from specified points in the hospital in accordance with agreed schedules and timeframes.
14. Liaise with all staff concerned with patient services, e.g. Medical, Nursing, Medical Records, X-ray, Solicitors and Management, etc.
15. If required will assist in the production of research articles, lecture and teaching materials as necessary in order to support Consultant's responsibilities and any nonclinical activities.
16. Support the day to day organisation of the Consultant by upholding a diary, arranging meetings, appointments, annual leave, study leave, etc.
17. Co-operate with the introduction of new technology and protocols appropriate to the work of all medical secretaries, inclusive of maintaining electronic diaries and clinical database systems where appropriate.
18. Where appropriate, completion of waiting list form and informing patients of pre-op protocol in direct response to consultant advice.



**18.** Work closely with the Specialty Co-ordinator, Elective Access Clerk and others as

necessary to ensure patients diagnostics and treatment is in line with the national and locally agreed access standards.

**20.** Assist with on-going training and development for new staff or less experienced staff by demonstrating own activities and processes in the department.

**21.** Liaise closely with other Trusts with regard to patient information and management updating patient pathways as required. Establish good levels of communication with other hospitals and departments with regard to outpatient clinics/lists taking in to account medical staff leave.

**22.** The ability and commitment to work as a team member adhering to strict deadlines.

**23.** Each secretary is responsible for rescheduling respective Consultant commitments (including ones held at other Trusts/Organisations).

**24.** Ensure attendance at mandatory updates and general adherence to Trust Health & Safety policies and procedures.

## **5. Physical and Mental Skills**

Computer literate with the ability to input, retrieve and manipulate IT data. Experience of Microsoft Office and Outlook.

The ability to use a keyboard with a high degree of speed and accuracy for both typing and inputting information onto PAS.

Ability to plan and prioritise own work.

Good inter-personal skills.

Demonstrates integrity and confidentiality at all times.

Ability to build and maintain professional relationships. Excellent written and verbal communication

## **6. Responsibilities of the Post Holder**

Whilst the Trust recognises that specific responsibilities fall upon management, it is also the duty of all employees to accept personal responsibility for the practical application of the general policies and procedures of the Trust. You should familiarise yourself with them, and ensure that you understand and adhere them. You should, in particular, bear in mind the Trust's policies on Health and Safety, Fire Procedures and Equal Opportunities. These are available on the Human Resources Department section of the Intranet.

This job description is not intended to be an exhaustive or exclusive list of duties, but is intended to provide an indication of the range of duties that may be undertaken and may be revised (in accordance with the grade of the post). The post holder will be consulted on any revision.

The post holder may be required to undertake other duties from time to time which will be

discussed and agreed with the line manager to ensure the smooth running of the service.

The post holder must not undertake any work associated with a Consultant's private medical practice within their contracted working hours any such work undertaken must be at no cost to the Trust.

The post holder will be subject to a system of Performance Review and Career Development. An individual development plan will be agreed to assist the post holder's personal growth to the benefit of the individual and the Organisation as part of the post holder's annual appraisal.

United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities and that they are aware of and work within the safeguarding policies of the Trust.

The post holder is expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviours and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

<b>Patient centred</b>	I am fully committed to providing the very highest standards of care to our patients
<b>Safety</b>	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
<b>Compassion</b>	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say



<b>Respect</b>	I am positive, approachable and friendly
	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will
	provide an explanation if I can't
<b>Excellence</b>	
	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

## 7. Freedom to Act

The post holder has to work at their own discretion and prioritise their own workload. The post holder is responsible for achieving results and keeping within guidelines set down by Trust Policies. The post holder is accountable for their own actions. The Specialty Co-ordinator is available for reference.

## 8. Physical, Mental and Emotional Effort Required

- The ability to concentrate for long periods of time, often with frequent interruptions, is essential.
- The post holder can often be sitting in set positions for long periods of time using a keyboard.
- It is necessary to move and transport both large and heavy case notes and large amounts of case notes, following appropriate Health & Safety Guidelines.
- The post holder has to meet deadlines and respond to urgent requests on a regular basis.
- There is a verbal contact with patients and carers, which can be emotional or distressing

## 9. Outline of Working Conditions

- There is a necessity to work with VDU equipment for a large part of the day
- The ability to concentrate for long periods of time often in distracting conditions is essential, whilst maintaining a high standard of work.
- There is exposure to aggressive verbal abuse at times from patients and relatives.
- Documents can contain sensitive and large amounts of confidential information and distressing images.

