



**James Paget**  
**University Hospitals**  
NHS Foundation Trust

# Medical Secretary

## Band 3

Job Description &  
Person Specification



## Job Description

<b>Job Title</b>	Medical Secretary
<b>Job reference number</b>	177-EMER-6091441
<b>Department</b>	Oncology Division of Medicine, Diagnostics and Clinical Support Services.
<b>Agenda for Change Banding</b>	AFC Band 3
<b>Accountable to</b>	Business Support Manager   Deputy Divisional Operations Director
<b>Reports to</b>	Business Support Manager
<b>Responsible for</b>	

## Values and Behaviours

All roles within the Trust require staff to demonstrate our core values in the care they provide to patients. All members of staff should consider these behaviours an essential part of their job role.



# BUILDING A HEALTHIER FUTURE TOGETHER

## OUR PRIORITIES & AMBITIONS



### CARING FOR OUR PATIENTS

1. Deliver the best and safest care for our patients
2. Continuously improve patient experience
3. Reduce health inequalities, ensuring equitable access for all
4. Empower patient choice and personal responsibility for health



### COLLABORATING WITH OUR PARTNERS

1. Collaborate to achieve seamless patient pathways both at place and system level
2. Embrace our role as an anchor institution, working together for the best outcomes
3. Be an effective partner to achieve both our ambitions and our partner's ambitions



### SUPPORTING OUR PEOPLE

1. Promote an inclusive, fair and safe workplace
2. Develop compassionate and effective leadership
3. Attract, engage, develop and deploy our staff to deliver the best care for our patients
4. Promote well-being opportunities to keep our staff healthy and well



### ENHANCING OUR PERFORMANCE

1. Make the best use of our physical and financial resources
2. Lead the way towards achieving Net Zero Carbon
3. Future-proof our service for the people we serve
4. Improve services through digital transformation, research and new models of care



## OUR VALUES

**COLLABORATION**  
**ACCOUNTABILITY**  
**RESPECT**  
**EMPOWERMENT**  
**SUPPORT**



**We're Proud of the Paget.**  
We hope you will be too.  
Scan here to read our full strategy.





[www.jpaget.nhs.uk](http://www.jpaget.nhs.uk) [James Paget University Hospital](#) [@JamesPagetNHS](#) [James Paget Hospital](#) [James Paget University Hospitals NHS Foundation Trust](#)

## Summary of Post

Provide an effective, comprehensive and confidential patient-centred clinical administration and secretarial service to the Trust in accordance with Departmental and Trust standards, policies and procedures.

It is expected that cross-cover is provided within the administration teams and within the Directorate as and when required.

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 the JPUH's Trust Values and Behaviours.

## Key duties and responsibilities

1. Deal efficiently and effectively with all written, telephone and face to face enquiries from patients, all levels of medical and nursing staff, GPs, Social Services and other health professionals and non-clinical staff. Delivering appropriate information to the relevant team member/clinician for action, or deal with enquiries under the guidance of the Senior Medical Administrator for the team, providing confidential medical/clinical information as required.
2. Provide routine and non-routine information and non-clinical advice, resolving problems where possible; directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery.
3. Deal with concerned patients/relatives with tact, patience and discretion, especially when conveying sensitive information.
4. Attend to all communications, for example; emails, faxes, investigation results on a daily basis; prioritising, actioning and/or escalating as required.
5. 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. Clinic typing to be transcribed in priority and date order.
6. On completion of each clinic, the post-holder will be required to check that future outpatient appointments and/or investigations are booked and/or requested and, if not, communicate the appropriate information to the relevant team member. Book outpatient appointments under the guidance of the clinicians and/or Senior Medical Administrator for the team.
7. Bring to the attention of the appropriate team member any instructions as directed by the dictating clinician.

8. Inform the Senior Medical Administrator of any omissions/problems in respect of clinical on-call rotas to ensure continuity of clinical cover and services.
9. Assist patients/relatives/carers by arranging translation/interpretation facilities.
10. Demonstrate and maintain knowledge and understanding of Trust Access Policy.
11. Add patients to the waiting list and send relevant papers for their admission.
12. Update RTT in accordance with Trust guidelines. Assist the Administration and Clerical team with data management utilising PAS and other departmental patient databases.
13. Complete the Tertiary referral proforma/template for internal/external referrals as per Trust policy.
14. 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.
15. Adding patients to waiting lists as requested taking into account the urgency of the case and the patient's preference.
16. Arrange urgent admissions direct from clinic and ambulatory care areas, contacting the patient and liaising with ward/theatre/clinics as required.
17. Support meetings with minute taking as necessary.
18. Assist Clinic Coordinators 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.
19. 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 requesting advice from colleagues if required.
20. 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.
21. Collection and tracking of medical case notes from outpatient clinics, wards, medical records and other departments either within the hospital or located at outside hospitals/agencies.

22. Responsible for preparing notes booked to the individual specialty procedure clinics on a daily basis and also if required for medical records collection as per requests sheets for planned clinics/admission within the hospital and for outlying clinics/hospitals, as well as preparing notes required urgently for emergency admissions.
23. 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 Trust patient systems and other departmental computer software programmes.
24. Provide secretarial support to clinicians as required, acting upon clinician's requests, either accurately passing on information to another team member or carrying out any required tasks and, if necessary, under the guidance of the Senior Medical Administrator for the team.
25. Assist with audit work in line with departmental requirements.
26. To assist the team with filing of all patient and non-patient correspondence when required.
27. Deal with incoming mail on a daily basis and pass to the clinician for review.
28. To participate in post room duties as per rota. To ensure the post is taken to the post room and distributed appropriately on a daily basis.
29. Provide flexible cover and support to secretarial colleagues to ensure that the department is working optimally to best meet the needs of the service.
30. Demonstrates tasks to new staff or apprentices working within department as necessary.
31. To liaise with team members regarding proposed annual leave, use of accrued lieu time, appointments etc. and to be responsible for informing the Senior Medical Administrator and gaining appropriate authorisation for own requests.
32. To receive patients, their relatives, medical representatives and the general public as and when required.
33. To adhere to the Trust sickness/lone working policies.
34. To be committed to the PDP process.
35. To attend statutory training days as directed by the Trust and have accountability of own mandatory training compliance.

## Personal Specification

Education and Qualifications	
Criteria	Essential / Desirable
Typing qualifications to RSA II or equivalent	E
Knowledge of medical terminology/AMSPAR qualification	E
Good general standard of literacy and numeracy	E
Knowledge and Experience	
Previous digital/audio typing experience	E
Secretarial experience in a clinical environment	E
Working knowledge and experience of using Microsoft Office packages, including Word, Outlook, Excel	E
Working knowledge and experience of using NHS systems	E
Skills and Knowledge	
Excellent verbal and written communication skills	E
Ability to work to tight deadlines and maintain concentration in a pressurised working environment	E
Ability to input data accurately and efficiently	E
Demonstrate good organisational skills	E
Ability to work on own initiative, prioritise work and consistently meet deadlines	E
Ability to solve problems using analytical and judgemental skills	E
Customer care skills including diplomacy and sensitivity	E
Ability to handle sensitive information without compromising confidentiality or Trust.	E

**Manager:**

**Post Holder:**

**Date:**