

Job Description

Job Title:	Medical Secretary
Job Band:	Band 4
Department:	Head & Neck - ENT
Responsible to:	Team Leader

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing excellent health care, improved health for all.



Shaping #OurFuture

Vision
Excellent health care, improved health for all



The Dudley Group
NHS Foundation Trust



Values

CARE
RESPECT
RESPONSIBILITY



Goals



Deliver right care every time



To be a brilliant place to work and thrive



Drive sustainability financial and environment



Build innovative partnerships in Dudley & beyond



Improve health and wellbeing

Measures of success

Care Quality Commission rating good or outstanding Improve the patient experience survey results	Reduce the vacancy rate Improve the staff survey results	Reduce cost per weighted activity Reduce carbon emissions	Increase the proportion of local people employed Increase the number of services jointly delivered across the Black Country	Improve rate of early detection of cancers Increase planned care and screening for the most disadvantaged groups
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Programmes

Black Country system service transformation	Local leadership to address health inequalities	Research and development, education and innovation
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Dudley Improvement Practice



CARE

A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.



RESPECT

A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we



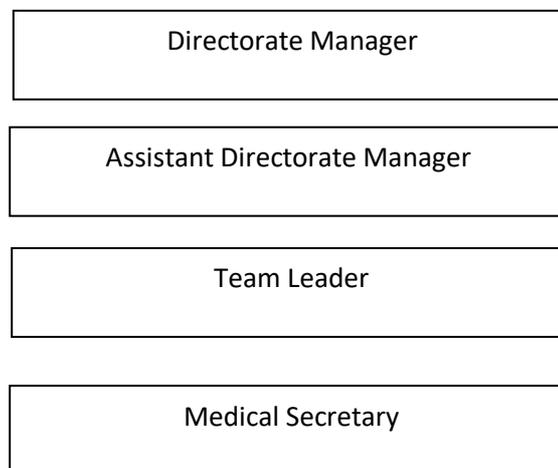
RESPONSIBILITY

A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility

Job Summary

To provide a comprehensive Medical Secretarial service to the Consultants, Middle Grade Doctors, Clinical Nurse Specialists and supporting teams within the ENT Department. To work collaboratively with other Medical Secretary colleagues to ensure clinical correspondence is produced and distributed to designated timescales. The post holder will carry out his/her duties in such a way to make a direct positive contribution to the organisation. It is essential that the post holder should exercise initiative commensurate with the role and that confidentiality be maintained at all times.

Structure Chart



Principal Duties & Responsibilities

General Co-ordination / Organisational Activities

1. Receipt, circulation, and despatch of post, taking action where appropriate by obtaining medical records, other associated documentation and drafting of correspondence.
2. Dealing with new patient referrals and action where appropriate by ensuring that these are correctly processed via the Patient Management Centre in accordance with triaging by the Consultant.
3. Assist with arrangement of out-patient clinics, ensuring clinics are fully utilised. Assist with rearranging clinics in times of leave.
4. Assist in the collation of information for reports – for example medical reports, risk, and complaint management etc.
5. Planning and organising a number of conflicting tasks and priorities whilst still meeting challenging deadlines.
6. Prioritise workload independently, identifying urgency – highlighting problems and taking appropriate action to prevent or solve problems without supervision.

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Maintenance of Information

1. Maintenance of medical records by accurate filing of results, correspondence, and other associated documentation. Ensure that all relevant documentation is available to medical staff at the time of consultation with patients.
2. Maintenance of individual filing systems on behalf of the consultant and their team, to include correspondence/ reports in relation to medico legal complaints or research.
3. Ensure tracking of medical records both in and out of department and taking the necessary measures to ensure the security of the information contained within these.
4. Maintain appropriate databases and other internal databases to ensure that accurate information is contained.
5. Assist in the co-ordination of test results bringing these to the attention of the relevant clinician and take necessary action i.e. devising letter to the patient.

Secretarial Duties

1. Provide full audio typing service to the clinical teams which may contain complex medical terminology within high volumes of workload.
2. Draft letters on behalf of the consultants on matters including writing to patients following receipt of their test results within defined parameters.
3. Where appropriate devise, type and distribute working rotas for medical teams, these will include on-call and teaching commitments.
4. Assist in achieving both national and local performance targets ensuring clinical letters are produced in a prescribed timescale.
5. Arrange bookings for language interpreters for patients requiring our services.
6. Exercise initiative and judgement using acquired skill and knowledge.
7. Post holder will be the first point of contact for written and telephone enquiries on behalf of the clinician's and their team, using judgement to establish the validity and priority of the contact. Liaison with patients, relatives, GP's and other staff and external agencies as necessary in a professional manner.
8. Diary maintenance - to include arranging meetings, both internal and external and produce minutes where required.

Waiting List Co-ordination Activities

Admissions

1. To participate in the admissions process by adding patients to the waiting list where clinically indicated. Ensuring full maintenance including waiting list comments, action deferral dates and requesting relevant suspensions / removals in line with the Trust Waiting List Policy.
2. To pre-book any required investigations liaising with the necessary departments and co-ordinate the admission with these tests.



3. To liaise with various departments, wards, medical staff that need to be involved with the admission.
4. Corresponding with patients regarding admission dates and relevant instructions relating to the admission.
5. To be responsible for the generating and distributing admission and operating lists ensuring appropriate case mix and anaesthetic cover.
6. Dealing with cancellations to ensure full utilisation of the available theatre time and bed availability and scheduling urgent cases as required at short notice and using judgement to book appropriate cases.
7. Generate and distribute duty rotas.
8. Exercise initiative in adjustment of priorities and workload of theatre session subject to final approval of Doctor or within defined scope of initiative.
9. To liaise and co-ordinate the booking of theatre sessions for patients requiring joint procedures under the care of two speciality areas.
10. All bookings must adhere to National and Trust waiting time targets and adhere to the Trust Waiting List Policy.
11. Working in conjunction with the Aesthetic Policy / Procedures of Limited Clinical Priority.

Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.



Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Jane Gritton
Date:	08.06.2023



Job evaluation completed:	
Job evaluation reference number:	



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