

JOB DESCRIPTION

Job Title	Medical Secretary – General Surgery
Band/ Grade	Band 4
Directorate	Surgical Division
Professionally Accountable to	Administration Manager
Responsible to	Administration Manager

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence.

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

The purpose of this job is to provide an efficient medical secretarial service within the Specialty, including management of the entire patient pathway.

MAIN FUNCTIONS OF THE JOB

Clinical Responsibilities:

- To manage all clinics and inpatient waiting lists for designated Consultant(s), arranging TCIs using EPR and other relevant systems.
- To be the primary contact for patients under designated Consultant(s). To communicate effectively and professionally, giving reassurance, information or advice appropriately.

- To prioritise theatre cases and select appropriate cases for the theatre time schedule to ensure maximum theatre capacity utilisation at all times.
- To liaise with NHS staff at peripheral clinics regarding patients appointments and outcomes.
- To arrange admissions in line with the Trust's waiting list management protocol and Department of Health Referral to Treatment waiting times. To maintain computerised waiting list as appropriate, ensuring print-out of waiting list is managed in accordance with The Trust's waiting list protocols and Trust Access Policy and to ensure booking of patients in chronological order. To routinely validate Consultant(s) waiting list.
- To ensure that all patients reports and investigation results are brought to the attention of the Consultant with the patient's files.

Administrative Responsibilities

- To act as PA for designated Consultant(s). To manage all administration / PA typing (using Digital Dictation system where appropriate) and organise office procedures for designated Consultant(s). To maintain administrative filing system.
- To take messages or reply to queries from GPs, patients, other hospital departments and outside agencies; finding the patient's file before referring query to Medical Staff, if unable to deal with query.
- To arrange pre-clerking appointments for all patients. To send out admissions letters in a timely manner.
- To sign all correspondence on behalf of consultant, and initiate response to all correspondence on behalf of the unit.
- To ensure patient investigations/results are actioned before notes are sent back to the health records department. To ensure that discharge letters are sent to GPs. To ensure that patient details are kept up to date and register deaths as appropriate.
- To 'buddy' with Medical Secretaries and Assistant Medical Secretaries within department for effective cross-cover as required during annual leave / sick leave.
- To organise, prioritise and manage a high workload under pressure and without supervision.
- To provide departmental cover as and when appropriate.
- To attend departmental meetings.
- To use the required electronic systems for correspondence, recording, retrieval and maintenance of information, as and when required

General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms

from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager of the Service Unit. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	
Post holder Name:	Post Holder Signature:
Date:	

PERSON SPECIFICATION

Directorate **Surgical Specialties Directorate**

Job Title **Medical Secretary**

Band/Grade **4**

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
GCSE in English and Mathematics or equivalent	✓	
EXPERIENCE		
Previous secretarial experience or equivalent		✓
Previous experience dealing with the public		✓
Diary Management		✓
Previous NHS/healthcare experience		✓
PERSONAL ATTRIBUTES		
Ability to work on own initiative without close supervision	✓	
Ability to prioritise and organize own workload	✓	
Professional approach to work and colleagues	✓	
Flexible	✓	
Able to work as part of a team	✓	
OTHER FACTORS		
Medical Terminology		✓
Proficient in typing/word processing	✓	
Ability to effectively communicate both orally and in writing with a wide range of people	✓	
Excellent telephone manner	✓	
Ability to deal with situations tactfully	✓	
Good organisational skills	✓	