



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN **ANCHOR**
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY

NHS
North West Anglia
NHS Foundation Trust

Information pack for the post of

Senior Medical Secretary

Dermatology Department

Division of Surgery





Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey'. The signature is fluid and cursive.

Hannah Coffey Chief Executive Officer

Job Description

JOB TITLE	Senior Medical Secretary
GRADE	Band 4
HOURS OF WORK	37.5 hours per week
DEPARTMENT	Dermatology Department
BASE	Peterborough City Hospital
RESPONSIBLE TO	Administration & Performance Co-Ordinator
ACCOUNTABLE TO	Administration & Performance Co-Ordinator

RESPONSIBLE FOR:

To assist in the provision of an efficient and responsive service required to work with the clinical team to ensure the provision of a patient pathway, which is receptive to the needs of the patient and responsive to Trust requirements.

Job Summary

- To provide efficient and comprehensive medical secretarial and administrative support within a speciality, and other specialities as and when required, within the Division.
- To act as a joint point of contact for all enquiries, using tact, diplomacy and confidentiality. Using personal judgement and acquired knowledge to assess each situation and deal with accordingly.
- To manage the specialty administration and clerical workload, ensuring appropriate delegation of tasks to members of the specialty team and re-prioritisation when required.
- To undergo training as necessary to meet the needs of new developments within the Service. To identify training for members of the specialty secretarial team in conjunction with the Admin & Performance Co-Ordinator/Admin Pathway Co-Ordinator (APC).
- Respond to enquiries (personal and telephone) ensuring confidentiality is maintained at all times.
- To liaise with patients, consultants/teams, operational areas and departments, preassessment centres, wards, and other departments and communicate with patients, relatives and other hospitals.

- Undertake yearly appraisals for Medical Secretary & Secretarial Assistant
- Notify APC of sickness absences and reasons for self and Medical Secretary & Secretarial Assistant.
- To facilitate the efficient and effective administrative pathways for all patients, including cancer patients where appropriate. This will include actively managing, monitoring and tracking patients through rapid access to consultation, diagnosis, and treatment.
- Where necessary for the specialty, work with the Multidisciplinary Team (MDT) to support meetings, which may include cancer patients, ensuring that they are run effectively and efficiently in line with local and national standards.

The above will include:

- Utilise PAS (Patient Administration System) and access any other relevant information to provide an efficient service for patients, staff and visitors, when required.
- To utilise other software packages, as required, to maintain records for audit directly relevant to the post.
- Support the smooth running of all clinic and ward areas.
- Respond to enquiries from clinics and wards (personal and telephone) ensuring good communication and appropriate referrals.
- Knowledge of the secretarial work within the specialty enabling appropriate support with workloads.
- Demonstrate initiative, tact and ensure confidentiality is maintained at all times.
- To liaise with patients, consultants/teams, pre-assessment centres, wards, and other departments and communicate with patients, relatives and other hospitals.
- Liaise with Lead Clinicians, Consultants, Senior Medical Secretaries, Medical Secretaries, Specialist Nurses, Pathology, Radiology and other key staff to ensure that a comprehensive list of patients is prepared for the weekly MDT meetings.

Main Duties and Responsibilities

TEAMWORK

As a team ensure that all functions within the Specialty are completed

- Maintain close working relationships with colleagues within the specialty.
- Work closely with clinical teams and other departments within the organisation.
- Advise the APC of any points of concern relating to the administration of the service and processes in place.
- Work a 'buddy system', to ensure adequate cover is in place during absence.
- Attend team meetings at required intervals.

COMMUNICATION

Key link with:

- All patients
- Consultants and members of the specialty team and operational management teams
- Pathology, Radiology
- Health Records

- Information services, Data Quality and IT departments.
- Cancer manager and team where necessary
- Wards
- Primary Care Trusts and other external organisations

OPERATIONAL AND ADMINISTRATION PROCESSES

ADMINISTRATION - PATIENT RECORDS & INFORMATION

1. Administration - Patient Records

The post-holder is required to maintain both paper and computerised records in accordance with Trust standards.

- 1.1 Tracking of patient journey
- 1.2 Management of referrals
- 1.3 Clinic management
- 1.4 Collection of any related items.
- 1.5 Ensure that data entered onto the PAS and other systems is complete and accurate in compliance with Information Governance
- 1.6 Ensure patients receive accurate appointment information using the PAS system.
- 1.7 Ensure that patients receive a choice of appointment whenever possible.
- 1.8 Preparation of information for clinics/admissions/MDT if appropriate. Assist in finding missing information if necessary.
- 1.9 Receive, consider and collate results of investigations. Deal with promptly. Take appropriate action to draw attention to abnormal results. Follow up as necessary.
- 1.10 Audio typing of patient information, including the typing of letters and reports.
- 1.11 Audio typing of any other NHS correspondence relevant to work undertaken by the Consultant team.
- 1.12 Ensuring any actions detailed in clinic/discharge communication have been completed i.e. booking of follow-up appointments and tracking.
- 1.13 Filing of information within patient notes, including letters, discharge summaries and various investigation reports and test results.
- 1.14 Work within guidelines relating to data protection, information governance and confidentiality.
- 1.15 Deal with any problems in a constructive manner, communicating with relevant staff as necessary.
- 1.16 Where necessary, proactively collate, track and monitor cancer data through consultation, diagnosis and treatment to ensure processes in the cancer patient pathway promote adherence to the relevant NHS Cancer Waiting Times (CWT) targets
- 1.17 Where applicable, work with the Cancer Services Manager and inform key MDT members of areas where waiting times for patients may exceed appropriate targets
- 1.18 Work with staff to help reduce waiting times in line with appropriate targets
- 1.19 Assist in capturing data on all patients and assist in the development of systems to complement the audit systems, including cancer

2. Administration - General

The post-holder will help to facilitate the smooth running of relevant areas of the Directorate⁵

2.1 General administrative duties, as required, to include:

- Audio typing, photocopying, electronically sending of information, including distribution of copies to appropriate destinations.
- Accurate filing of information.
- Presentation of letters for signature.
- Timely distribution of letters and information, both for Trust and external post.
- Opening of post and appropriate distribution of correspondence.
- Organise any meetings for the specialty team as appropriate

2.2 Show awareness of the principals of Health and Safety at Work and Manual Handling Guidelines.

2.3 Ensure all administration standards are adhered to within specialty team

2.4 As per specialty requirements, ensure stationery supplies are maintained and ordered if necessary

2.5 Database entry as required

3. Resource Management

The post-holder takes an active role in identifying resource issues and maintaining equipment.

3.1 To be aware of resource issues in the use of equipment and resources.

3.2 To identify areas of need as required.

3.3 To request equipment and stationery as required.

3.4 To be responsible for the safe and effective maintenance of equipment relevant to the area of work.

3.5 To liaise with relevant managers, where appropriate, to minimise or reduce expenditure.

4. Teamwork

The post holder will maintain good working relationships with staff within the Service Unit and in other Trust Departments.

4.1 Work flexibly and liaise with secretarial team to maintain and ensure smooth running of the specialty, gaining additional skills as required.

4.2 Ensure awareness of current issues within the Directorate and those in other areas of the Trust. Attend meetings when relevant and practical.

4.3 Be aware of workload and pressures within other areas (i.e., Ward Clerks/Medical Records/Booking Clerks/Clinics) enabling support and encouragement to be given to the team as necessary.

4.4 Communicate in an appropriate manner with staff from the Directorate, other departments across the Trust and bodies external to the Trust.

STANDARDS AND PERFORMANCE

- To understand current policies, guidelines and procedures for the management of patient pathways
- Following guidance work within defined national and local targets, i.e. waiting time and cancer targets and monitor on a regular basis
- Ensure data and information both paper and electronic is completed in accordance with agreed policies and procedures
- In accordance with the agreed process, ensure data and information is recorded and input into the relevant systems (PAS, various databases/IT systems) in an accurate and timely manner and patients are actively tracked.

FORWARD PLANNING

- In conjunction with the APC ensure that services are developed.

ADDITIONAL INFORMATION

- To ensure that specialty administrative and clerical functions are carried out to the highest quality standards by monitoring and improving services.
- Organise and control own workload and supervise the specialty team, ensuring deadlines are observed and duties performed efficiently.
- To develop IT skills as may be required to fulfil the responsibilities of the post.
- To ensure that there is a co-ordinated approach to service delivery on both sites within the Trust to promote good working relations.
- The post holder must at all times carry out his/her duties with due regard to the Trust's Equal Opportunities Policy.
- Ensure compliance with the Trust's health and safety and risk management policies and procedures; establish and maintain safe systems of work within the department or area you work. You have a duty to maintain the health, safety and welfare of staff, patients or other third parties visiting your department or general areas of the Trust.
- To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work.
- All staff are required to respect confidentiality of all matters that they may learn in the course of their employment. All staff are expected to respect the requirements under the Data Protection Act.
- Any other duties which may be required in order to facilitate the efficient and effective running of the Service Unit.

Ensure compliance with the Trust's health and safety and risk management policies and procedures; establish and maintain safe systems of work within the department or area you work. You have a duty to maintain the health, safety and welfare of staff, patients or other third parties visiting your department or general areas of the Trust.

This job description will be subject to review in consultation with the post holder.

Working at our Trust A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery
- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Nonadherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity,⁸

race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.