



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

Division of Maternity, Gynaecology and Breast



**GOOD TO  
OUTSTANDING**



## 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 Hinchbrook 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', with a long horizontal flourish extending to the right.

**Hannah Coffey**  
**Chief Executive Officer**

## Job Description

<b>JOB TITLE</b>	Senior Medical Secretary
<b>GRADE</b>	Band 4
<b>HOURS OF WORK</b>	37.5 hours per week
<b>DEPARTMENT</b>	Gynaecology
<b>BASE</b>	Hinchingbrooke Hospital
<b>RESPONSIBLE TO</b>	Administration Pathway Coordinator
<b>ACCOUNTABLE TO</b>	Business & Performance Manager

## Background and Context

Managing the provision of an efficient secretarial team with regards to typing, filing and administrative support service to Consultants, Nurse Specialists and their medical team to ensure the provision of an effective service, which is receptive to the needs of the patient and responsive to Trust requirements.

## Working Relationships

Working closely with Obstetric and Gynaecology Consultants, Nurse Specialists, Service Manager, Outpatients Admin Team, Secretaries, Rota Co-ordinators, Theatre Bookers, and other multi-disciplinary team members across the Trust and within the department and Division.

## Job Summary

- To perform all secretarial and administration tasks required to meet the needs of the service.
- To act as first point of contact for all enquiries using tact, diplomacy, and confidentiality, using personal judgement, and acquired knowledge assess each situation and deal with it appropriately.

- Line manage junior members of the team and deal with all aspects of their development including MPAs, sickness, and annual leave. Ensure appropriate delegation of tasks.
- To undergo training as necessary to meet the needs of new developments.
- To work flexibly across specialty teams as required.
- To provide administrative support in the Outpatient clinics as required by the Consultants and Colposcopy Nurse Specialists and Administration Pathway Co-ordinator.
- To ensure an efficient audio typing and administration support service within a specialty and other specialties within the department as and when necessary.
- To work closely with the Administration Pathway Coordinator, Service Manager and Clinical Lead to ensure service runs smoothly.

## **Key Duties**

- Work with the Administration Pathway Coordinator, Service Manager and Clinical Lead to ensure service runs smoothly.
- Maintain tracking of RTT (Referral to Treatment) and Cancer patients.
- Line management of junior staff.
- Audio typing of correspondence/results when required.
- Dealing with telephone enquiries.

## **Operational and Administration Processes**

The post-holder is required to maintain computerised records in accordance with Trust standards. Ensure that fall-back paper records are in place in times of computerised failure.

### **Cancer Pathway**

- Using Somerset database, along with other computerised programmes, maintain and track all colposcopy screening/cancer patients to ensure that their pathways are within guidelines.
- Chase results when required to minimise waiting times.
- Liaise with Cancer tracker about appointments, tracking issues.
- Identify potential shortfalls in clinics for GPM capacity issues for both 2WW and colposcopy patients and, in conjunction with Rota Co-ordinator and Service Manager, identify where additional clinics can be provided and request set up of clinics as appropriate.
- Attend fortnightly forward planning meetings with Rota Co-ordinator, Service Manager and Lead Clinician as above.
- Liaise with Specialist Nurses about making appointments for Breaking Bad News and contacting patients with tact and diplomacy to inform them of need for appointment.

### **RTT Pathway**

- Clinic cancellation procedures – maintain records of cancellations of clinics for annual leave, study leave and professional leave in conjunction with secretarial team.
- Liaise with outside Trusts when necessary for patient care.
- Ensure that data entered onto any local systems is complete and accurate.

- Audio typing of patient information, including the typing of letters, and reports, utilising EPRO (internal MS Word-based software) and delegate work when required to ensure information is up to date for 18-week validation processes.
- Ensure any information detailed in clinic / discharge communications have been actioned appropriately and highlight to relevant department, e.g. booking of follow up appointments.
- Book follow up appointments where required and ensure that these fall within 18-week pathways.
- Oversee 18 validation pathway and 2-week validations with support from Administration Pathway Coordinator.
- Telephone contact with patients and answering queries.
- Work within guidelines relating to data protection and confidentiality.
- Assist in producing relevant guidelines / SOPs as required.
- Deal with any problems in a constructive manner, communicating with relevant staff as necessary.
- Responsible for patient tracking and validation of patient pathways against National and Local targets.

### **Administration - General**

The post-holder will help to facilitate the smooth running of relevant areas of the Division with a good working relationship with our Peterborough Senior Medical Secretary to look at supporting one another when needed with the oversight from the Administration Pathway Coordinator.

General administrative duties, as required, to include:

- Typing, photocopying, and emailing of information, including distribution of copies to appropriate destinations.
- Manage junior staff in relation to annual leave, sickness.
- Manage performance of staff and carry out Performance related meetings if required.
- Ensure that the service is covered by co-ordinating said leave to always ensure adequate support.
- Carry out MPAs.
- Ensure all staff are compliant with Mandatory training.
- In conjunction with Administration Pathway Co-ordinator carry out any performance issue meetings.
- Delegation of work to junior staff where appropriate.
- Training of junior staff in aspects of all work so that the service can be always covered always using cross cover.
- Always act as a mentor for staff to provide support and encouragement.
- Attending MDT when needed with a possibility of minuting meetings where needed.

### **Resource Management**

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

- To be aware of issues or concerns regarding the use of equipment and resources and notify relevant person.
- To be responsible for the safe and effective maintenance of equipment relevant to the area of work, and report faults to relevant persons / departments.
- To liaise with relevant managers, where appropriate, to minimise or reduce expenditure.

## 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. Non-adherence 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, 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.