



Gloucestershire Hospitals
NHS Foundation Trust

Medical Secretary – Medicine Division

A BETTER **CAREER** STARTS HERE

At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.



Dear candidate,

I am delighted you are interested in a Medicine Division Medical Secretary position here at Gloucestershire Hospitals NHS Foundation Trust. This information pack contains all the information you need to apply for the post, I would actively encourage you to read the information and make contact with me for an informal conversation.

We provide acute hospital services from two large district general hospitals, Cheltenham General Hospital and Gloucestershire Royal Hospital. Maternity Services are also provided at Stroud Maternity Hospital. We remain the major provider of secondary care services in the area and analysis shows that for Gloucestershire we are the leading acute healthcare provider by a significant margin.

At the very centre of our organisation is our dedicated nursing, midwifery and care staff, being part of the team here at Gloucestershire Hospitals NHS Foundation Trust is a huge privilege and if successful you will be joining over 2,000 nursing, midwifery and care colleagues each committed to delivering great experience and outcomes for our patients.

Here at Gloucestershire Hospitals NHS Foundation Trust, our patients are at the heart of everything we do, and pivotal to this are our nurses, midwives and care staff, whose dedication, expertise and kindness ensures that patients receive the very best care throughout their treatment. I wish you every success with your application to join this team.

Best wishes

Kelly Matthews,
Director of Operations, Medicine Division

Job details

Job Title:	Medical Secretary
Division	Medicine
Department:	Respiratory
Responsible and accountable to:	Secretary Supervisor
Band:	Band 3
Location:	Cheltenham General Hospital
Contract:	Full Time (37.5 hours)

Overview

The post-holder will provide an efficient, confidential and professional secretarial service to the medical staff and their supporting team. This will include administration and secretarial support to enable provision of patient care and speciality services. Good communication with patients, relatives, general practitioners and other hospital staff is essential to ensure a proficient, high-quality service for patients and clinicians. The post-holder will be expected to work as part of the Respiratory team but also support the secretarial team as needed.

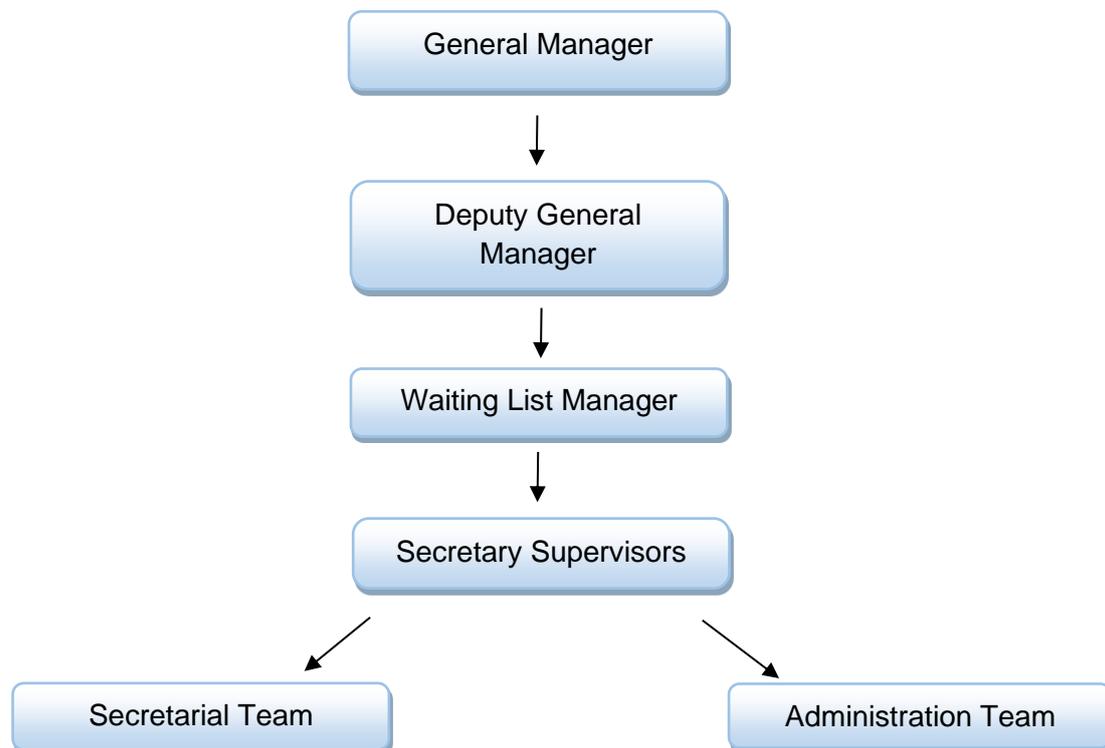
Job purpose

The medical secretary is responsible for:

- ▶ Providing a comprehensive secretarial and administrative service to the medical staff and their supporting team.
- ▶ Providing cover for colleagues in their absence to maintain service levels
- ▶ Ensuring excellent communication is provided to patients, relatives, general practitioners and other hospital staff to ensure a proficient, high-quality service for patients and clinicians.
- ▶ Ensuring all clinics are used to their full capacity and that any vacant slots are fully utilised and acted upon, including informing the Booking Office, to maximise capacity
- ▶ Regularly informing the secretarial supervisor about progress and flags up as a matter of urgency any issues, for example, capacity or delays due to internal or external factors, difficult queries from patients, etc
- ▶ Managing the pathway for patients referred in under the two-week wait ensuring they are monitored to minimise/avoid breach

- ▶ Carrying out regular review and administrative validation of the clinician's return outpatient wait list
- ▶ Supporting the achievement of Trust performance by ensuring administrative standards are met e.g., typing times, test results passed to clinician and any potential 52-week breaches are escalated to the clinician, secretarial supervisor or AGM/DGM to avoid breach.
- ▶ Ensuring all clinic cancellations/alterations are dealt with efficiently and in line with the Trust's 8 week annual/study leave policy.

Organisation Chart



Duties

Whilst the organisation and structure within specialities/divisions may vary the specific remit of this role will include:

- ▶ Typing correspondence to patients, GPs, medical staff and any other required addressee following clinical attendance or other patient contacts using digital dictation or via Dragon voice recognition
- ▶ Typing detailed medical reports when necessary
- ▶ Handling DVLA forms ensuring they are completed and sent as appropriate
- ▶ Highlighting to the clinical team members any results, correspondence or patient queries that need response and taking action e.g. booking investigations, transcription, etc.
- ▶ Ensuring incoming post and results is sorted, any appropriate action taken and passed to the clinician on a daily basis

- ▶ If appropriate to the role, booking follow-up appointments as requested by the clinical team, including negotiation of dates with the patient and creating correspondence
- ▶ Ensuring that any vacant slots are fully utilised and acted upon, including informing the Booking Office, to maximise capacity
- ▶ Review clinics to ensure patients have been booked appropriately. Identifying any issues to the clinician.
- ▶ Booking investigations as requested by the clinical team, including negotiation of dates with the patients and creating correspondence if appropriate
- ▶ Deal with enquiries by letter/e-mail/telephone from patients, GP's, other hospitals, police, solicitors (via legal department), other consultants and management
- ▶ Organisation of procedures in negotiation with the clinical staff and patients as requested by the secretary supervisor. This includes identifying potential dates with the clinical team, negotiation of dates with the patient and any additional co-ordination of staff, equipment, stock, facilities, external support (company representatives) and paperwork
- ▶ Monitoring the pathway for patients referred in under the two week wait to minimise/avoid breach (if applicable to role)
- ▶ Carrying out regular review and administrative validation of the clinician's return outpatient wait list
- ▶ Support the achievement of Trust performance by prospectively "pulling" patients through their RTT pathway to minimise delays and breach, escalating potential capacity/other issues and solutions to the clinician, secretarial supervisor or AGM/DGM.
- ▶ Ensure all clinic cancellations/alterations are dealt with efficiently and in line with the Trust's 8 week annual/study leave policy.
- ▶ Regularly informing the secretarial supervisor about progress and flagging up as a matter of urgency any issues, for example, capacity or delays due to internal or external factors, difficult queries from patients, etc
- ▶ Liaising with external organisations for the benefit and progress of patient care, such as Social Services, other hospitals, etc

Service Improvement

- ▶ Using speciality databases for recording patient information/clinic activity for audit/survey purposes, as well as sending out any associated paperwork. Regular audit of data is undertaken and decisions can then be made by the department/team as to appropriate service improvements.
- ▶ Support the development of improvements to working practices and processes and contribute to service reviews and the implementation of new arrangements.
- ▶ As directed, support the resolution of complaints or concerns from patients/carers by helping to collate information and work with the supervisor to respond or escalate appropriately.

Team-working

- ▶ To work as part of an Administrative Support Team working flexibly to ensure that administrative work is shared out equally and performed to excellent, efficient and safe standards
- ▶ To cover colleagues during absences/annual/sick leave as directed by the secretary supervisor. You may also be required to undertake job rotation for cross cover as well as for development and training purposes.
- ▶ Undertaking routine office duties including electronic note tracking, photocopying, faxing, filing of correspondence and results and maintenance of records in the absence of the band 2 clerical assistant.
- ▶ Assist in the training and induction for new and existing colleagues

- ▶ Take the initiative as and when required as well as working flexibly and adapting to the demands of the department/team as appropriate
- ▶ Liaise with relevant team members to ensure that any process changes run smoothly and efficiently.

Undertake any other appropriate duties commensurate with the role, as required at the request of your line manager.

Communication and Working Relationships

- Medical staff both junior and senior including Consultants
- Nursing Staff
- Patients, carers and relatives
- Other Medical Secretaries/Ward Clerks
- Outpatient Staff
- Health Records
- Pathology
- Radiology
- GP's and GP practices
- Management, including Secretary Supervisor and General Management team
- Other NHS organisations
- External bodies, such as solicitor practices, DVLA, Social Services, Police etc

General

- ▶ Ensure a smart, professional image that enhances the public perception of the Trust and the professionalism of its staff is portrayed.
- ▶ Fully participate in the Trust's appraisal system review and personal development planning process on an annual basis – (for an apprentice this may be more often)
- ▶ Undertake training as necessary in line with the development of the post and as agreed with line manager as part of the personal development planning process
- ▶ Achieve and demonstrate agreed standards of personal and professional development within agreed timescales
- ▶ Contribute positively to the effectiveness and efficiency of the teams in which he/she works
- ▶ Contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies

Physical, Mental and Emotional Skills/Effort Required

- ▶ The ability to concentrate for long periods of time, often with frequent interruptions, is essential. Priorities can change during the day.
- ▶ The post holder can often be sitting in set positions for long periods of time using a keyboard.
- ▶ Movement of medical notes on a daily basis (Manual Handling Training Provided). This can range from one set of notes to bags of notes
- ▶ Exposure to occasional unpleasant working conditions due to extremes of office temperatures and ward odours.
- ▶ The post holder has to meet deadlines and respond to urgent requests on a regular basis.
- ▶ There is verbal contact with patients and carers which can be emotional or distressing

- ▶ Undertake all mandatory training

Knowledge, Skills and Experience Required

- ▶ Educated to GCSE grade C or above (or equivalent) in literacy and numeracy
- ▶ NVQ level three in administration or equivalent experience Minimum 1 years' experience in a hospital or office environment
- ▶ Proficient and accurate Audio typing skills of a minimum of 60 wpm
- ▶ The ability to use a keyboard with a high degree of speed and accuracy or both typing and inputting information.
- ▶ IT experience of Microsoft Office packages. Computer literate with the ability to input, retrieve and manipulate IT data.
- ▶ IT capable to ensure proficient use of hospital computer systems
- ▶ An excellent, professional telephone manner to minimise conflict, resolve queries and maintain the reputation of the organisation when dealing with all calls
- ▶ To be responsible for organising own day to day work and the ability to prioritise workload and to work to deadlines
- ▶ Good written and verbal communication skills with a good command and understanding of English, punctuation and grammar
- ▶ Good interpersonal skills for dealing with people internal and external to the organisation
- ▶ Ability to plan and prioritise own work
- ▶ Ability to work flexibly within a team
- ▶ Ability to work quickly and accurately
- ▶ Ability to use own judgement and initiative as appropriate
- ▶ Demonstrate secretarial duties to new starters

Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

Data Quality

As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your Manager.

No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

Job Share

As part of its commitment to Equal Opportunities in employment, Gloucestershire Hospitals NHS Foundation Trust has a policy on Job Sharing. Under this policy all posts, unless exempted, are open to Job Share.

NB

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but is a good guide for information to the job. It will be periodically reviewed in the light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

Job description agreement

Job holder's signature:	Date: DD / MM / YYYY
Head of department signature:	Date: DD / MM / YYYY

Person specification: Medical Secretary

Key to terms: E: Essential, D: Desirable. How is it assessed? I: Interview, A: Application

Qualifications

Educated to GCSE grade C or above (or equivalent) in literacy and numeracy	E	A
RSA Level three/Speed typing qualification or demonstrable experience (min 60 wpm)	E	A/I
NVQ level three in administration or equivalent experience Minimum 1 years' experience in a hospital or office environment	E	A

Experience

Experience of working as a secretary	E	A/I
Minimum 1 years' experience in a hospital or office environment	E	A
Understanding and previous experience in medical terminology	D	A

Knowledge, Skills, Abilities

Able to prioritise own workload and that of others as appropriate	E	A/I
Personally resilient and able to manage complexity and work in an ambiguous or changing environment.	E	I
Excellent presentational, communication and interpersonal skills	E	I
IT experience of Microsoft Office packages	E	I
IT capable to ensure proficient use of hospital computer systems	E	I
Knowledge and awareness of health and safety issues, risk management, and data protection act	D	A
Good command and understanding of English, punctuation and grammar	E	A
Able to effectively and appropriately escalate concerns to reduce risk and promote patient safety	E	A
Proven organisational skills	E	A/I
Ability to concentrate where work pattern is unpredictable and there are frequent interruptions	E	A/I
Self-motivated and able to work under own initiative and prioritise workload	E	I

Qualities

Enthusiastic and self-aware	E	I
Creative and Flexible	E	I
Resilient under pressure	E	A/I
Team focused	E	I
Reliable, Adaptable and Dependable	E	I