

Job Description

Job Title: Medical Secretary / Waiting List Coordinator	Band: 3	Post No:
Division: 2	Department: Dermatology	

Responsible to: Team Leader / Operational Co-Ordinator

Contact with: Operational, Clinical, Non-Clinical staff across the Trust, Primary Healthcare Practitioners, Patients and the General Public, other external agencies

Job Summary:

An exciting opportunity has arisen to be a part of the busy Dermatology department. The post holder will support the provision of an efficient and comprehensive secretarial support service to the Consultants and medical staff and facilitate with booking minor surgeries for the dermatology department. To maintain a high standard of secretarial service to meet the needs of the clinical team within the Dermatology Department, ensuring that accurate and up to date typing of clinic letters and correspondence is achieved through digital dictation / audio. It will also be expected that dermatology patients who are awaiting their minor surgery are booked within their breach dates, in particular making sure those who are on a 2WW pathway are booked within their strict time limits and escalating if there are any issues with this. The post holder will be required to deal with queries from patients, GPs and other medical teams regarding patient care.

Principle Objectives:

- To ensure a high standard of secretarial and administrative service is consistently delivered by undertaking / delegating all required tasks and activities on a daily basis
- To utilise the required technology / hospital systems including Big Hand / Evolve / Lorenzo /Netcall and any other new technology or system(s) that are introduced and support other team members to do so to deliver an efficient administrative and secretarial service.
- To recommend and support the implementation of service improvements to own and team working practice to improve workflow.
- To train and develop other team members to ensure competencies are developed, sustained and updated and to deliver the required administrative and secretarial service in a changing working environment

Key Responsibilities:

- Providing a flexible, comprehensive, and efficient secretarial and administrative service, managing PTL / referrals and other patient pathway related information identifying any deviation from expected planned progress, implementing solutions and highlighting by exception, cases that are not resolved to Lead Secretary in a timely manner to expedite the continuing care of patients.
- Training and developing junior administrative and clerical staff and apprentices to ensure all required competencies are achieved and sustained and introduction of new technology and processes are supported to deliver a responsive administrative and secretarial service.
- Undertake routine tasks on own initiative and support other team members to undertaking the full range of administrative and secretarial activities including (but not exclusively) the following:
 - Manage mail
 - Manage dairies of consultants / other medical staff / clinicians to maximise effective time management
- Manage and maintain the admitted and diagnostic PTL escalating unresolved issues to Team Leader / Co-

ordinator

- Provide cross cover for colleagues to ensure continuity of service provision
- Manage multiple tasks ensuring deadlines are met.
- Adding waiting list entries to Lorenzo and sending out TCI letters
- Work closely with consultants and doctors to organise their theatre lists and ensure full utilisation
- Manage administrative processes associated with outpatient clinics / referrals / inpatient referrals as required
- Liaise and negotiate with patients, ward and medical staff and other departments as required to arrange patient admission for a specified procedure.
- Type general correspondence / dictated correspondence, clinic letters, utilising agreed templates to meet commissioner standards
- Ensure all telephone / written enquiries are effectively and efficiently dealt with, adhering to Trust standards and only referring enquiries to consultants / clinicians by exception
- Assist in developing and maintaining efficient electronic and manual filing systems, including the sorting and collation of all incoming patient results into the relevant patients' hospital notes
- Maintain electronically stored patient information on spreadsheets or database, for audit and patient management purposes. Produce reports/ information as required.

Personal and Professional Responsibilities:

- Be flexible, self-motivated and work with minimal supervision
- To be responsible for complying with Trust Infection Control policies and clinical guidelines.
- To prepare and actively participate in Trusts annual Performance Development Review process and progress reviews.
- Ensure training and development needs detailed in your personal development plan are followed up and the effectiveness of the acquired training and development evaluated in term of self, patient and service.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the Ipswich Hospital NHS Trust Equal Opportunities and Diversity Policy and must not discriminate on the grounds of gender, gender reassignment, colour, race, ethnic or national origins, marital status, age, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Ipswich Hospital NHS Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Prepared: December 2023

NOTE: This job description is issued as a guide to your principal responsibilities. It may be varied from time to time to meet new working requirements and does not form part of your Contract of Employment