

## Job Description

<b>Job Title:</b>	Medical Secretary
<b>Base:</b>	SDH
<b>Band:</b>	3
<b>Reporting to:</b>	Admin Team Leader

### Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

#### Patient Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

#### Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

#### Responsive

We will be action oriented, and respond positively to feedback.

#### Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

#### Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

### Main Purpose of the Job

- To provide a comprehensive secretarial and administrative service to the Consultant(s) and their teams.
- To produce clinic letters and documents, maintain notes, collect and collate investigations.
- To respond efficiently and effectively to telephone queries from patients, parents/guardians and other health care professionals.
- To work independently, prioritising and managing own workload quickly and accurately, responding to the needs of the department.
- To offer secretarial support to the admin team when other staff members are away.

### Main Responsibilities and Duties

- Receiving, producing and distributing correspondence and documentation relating to patients, ensuring this is achieved in an efficient and timely manner, maintaining quality standards. To audio type clinic letters using digital dictation.
- To assess and prioritise the urgency of messages for consultants and to be able to convey the information in a professional and efficient manner.
- Communicating directly with, and managing enquiries from patients/guardians,



their relatives, GP's and other multi-disciplinary professionals with regard to non-clinical information to ensure a rapid and responsible service.

- Using initiative, planning and organisational skills to maintain an effective and efficient working office. Be able to prioritise workload in order to keep to Trust deadlines.
- Providing support to other members of staff as appropriate to ensure effective running of the service.
- To manage the consultant(s) diary using electronic diary system.
- To cover for other secretarial offices during planned and unplanned periods of leave.
- To maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake mandatory annual training/updates in infection prevention and control.
- To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.
- By following Trust Policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.
- To respect and value the diversity of our patients, their relatives, carers and staff by committing to address the needs and expectations of the diverse communities we serve to provide high quality care, and strive to make best use of talents and experience from our diverse workforce.
- To be involved in personal development through the Individual Performance Review (IPR) yearly.
- To be responsible for completion of mandatory training.
- Ensuring the typing of all correspondence and documentation is produced in a timely, proficient and professional manner, adhering to corporate guidelines. And targets. Ensure high quality standards are maintained at all times.
- To book patient transport as required in accordance with Trust guidelines for patients with medical need.
- Checking of all patients' notes on discharge, to ensure that the appropriate follow-ups/treatment plans have been booked.
- Ensuring the typing of all correspondence and documentation is produced in a timely, proficient and professional manner, adhering to corporate guidelines and targets. Ensure high quality standards are maintained at all times.
- Assisting in new staff induction together with the identification and support of their training requirements.
- Providing administrative support to the Consultants who may undertake specific NHS roles within the Trust e.g. Clinical Director, Led Clinician etc. on a rotational basis.
- Patient/Client Care
- Contact with patients by telephone offering non-clinical advice.



### **Responsibilities for People or Training**

- May need to assist with new members of staff training once you are competent in your role.

### **Other Factors**

### **Working Conditions**

- Regular and continuous use of VDU equipment.

### **Physical Effort**

- The post holder will need to spend ongoing periods of time within an office environment sitting in a restricted position at a VDU and Keyboard.

### **Mental Effort**

- To concentrate on completing tasks during periods of frequent interruption from staff and service users and switching attention/task as requested.
- To manage deadlines with unpredictable work patterns.

### **Emotional Effort**

- To have the ability to deal with upsetting information given or detailed in reports needed to be typed, e.g. terminal illness etc.
- Imparting information to service users that they may find upsetting e.g. cancelling appointments.
- To personally manage the effect of upsetting information given by service users or people in a distressed or challenging state.

### **Additional Information**

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description details key information you should be aware of.



## Person Specification

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The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
<b>Trust Values</b>	We will expect your values and behaviours to reflect the Values of the organisation: <b>Patient Centred and Safe</b> <b>Professional</b> <b>Responsive</b> <b>Friendly</b> <b>Progressive</b>	
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Educated to GCSE English Language Grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>Touch typing skills</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Audio typing preferably within a healthcare environment.</li> <li>You will have knowledge of medical terminology and attention to detail.</li> <li>You will need to demonstrate excellent IT skills and experience working within an administrative role.</li> <li>You must have proven ability to work under pressure, prioritise workload and use own initiative.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in diary management</li> <li>ECDL or equivalent computer literacy with experience of word processing, fax, databases, spreadsheets, PowerPoint and e-mail</li> <li>Experience or working as a secretary in a health care environment</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Effective communication skills in person and on the telephone, managing barriers of communication</li> <li>Full knowledge of secretarial procedures</li> <li>Ability to deal with sensitive issues with staff, patients and their relatives</li> <li>Ability to plan, organise and manage own workload</li> <li>Ability to use and work on own initiative as well as a member of a team</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of medical terminology</li> </ul>



## Appendix A

### Additional information applicable to all posts

#### **Confidentiality**

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

#### **Equality and Diversity**

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

#### **Quality and Safety**

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

#### **Vetting and Barring Scheme**

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

#### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

#### **Government and Risk**

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

#### **Duty of Candour**

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health



providers achieving a wholly transparent culture.

#### **Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

#### **Safeguarding**

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

#### **COVID Vaccination**

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

#### **Training and Personal Development – continuous professional development**

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

#### **Sustainability and Carbon Reduction**

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

#### **Flexible Working**

We support flexible working and will consider requests taking into account the needs of the service.

