



Gloucestershire Hospitals  
NHS Foundation Trust

Medical Secretary

Urology Support Team

*[www.gloshospitals.nhs.uk](http://www.gloshospitals.nhs.uk)*

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 position here at Gloucestershire Hospitals NHS Foundation Trust.*

*Gloucestershire Hospitals is one of the largest hospital trusts in England serving a diverse population of almost 620,000 people. 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.*

*Our people are at the heart of what we do. Our workforce is almost 8,000 strong and our caring and dedicated staff are recognised as providing good and outstanding patient-centred care across a range of clinical areas. We also have exceptional teams of professional services staff underpinning our vision every step of the way.*

*We are committed to recruiting the best people to work with us to achieve our vision of providing Best Care for Everyone and our success depends on the commitment and dedication of our staff.*

*We are committed to diversity, inclusion and equality of opportunity for everyone, valuing and celebrating differences and encouraging a workplace and culture where all can thrive. We endeavour to ensure each and every person working in our organisation feel respected and valued. Respecting and valuing differences will help to ensure that our policies and services reflect the needs and experiences of the people and community we serve.*

*In return, we offer the opportunity to work at a trust that is on a truly exciting Journey to Outstanding and to make a real difference to the lives of our patients, their families and the wider community. We are also committed to training and developing you to be the best you can be and offer you a rewarding career, whatever your role.*

*I wish you every success with your application to join our team.*

*Best wishes*

*Claire Radley*  
**Director of People & OD**

## Job Details

Job Title:	Medical Secretary, Urology Nurse Practitioners and Cancer Nurse Specialists
Division	Surgical
Department:	Urology
Responsible and accountable to:	Secretary Supervisor
Band:	3
Location:	Cheltenham General Hospital Gloucestershire Royal Hospital

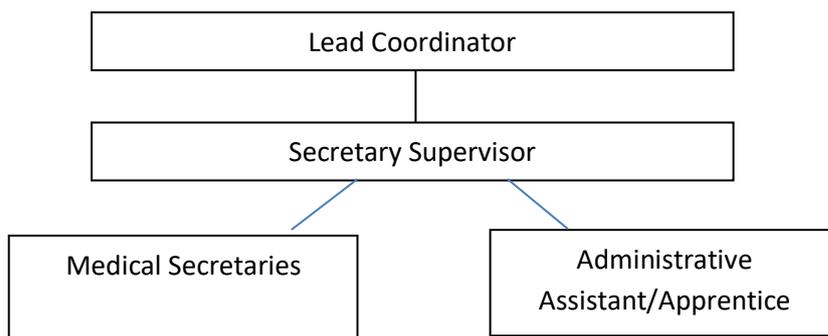
## Introduction

The Urology Team are looking to welcome a motivated, organised, and efficient secretary into the Urology Support Team. You will be based at Cheltenham General Hospital and will be working closely with consultants and management to deliver surgical care for patients at Cheltenham General Hospital. We are a friendly team who are passionate about working collaboratively to deliver excellent patient care. While previous medical secretary experience is desirable, upon joining the team you will be given comprehensive training including service delivery shadowing opportunities and the chance to observe our consultants in their service delivery. We actively support career progression, have a generous annual leave policy, and value our team members' health and wellbeing by supporting flexible working where possible.

## Job Purpose

The post-holder will provide an efficient, confidential and professional secretarial/ administrative service to the Urology Cancer Nurse Specialists (CNSs) and Urology Advanced Nurse Practitioners (UNPs) teams. 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 secretarial team and will report to the Secretary Supervisor.

## Organisational Chart



## Key Result Areas

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

### Transcription

- Typing correspondence to patients, GPs, medical staff and any other required addressee following clinical attendance or other patient contacts as directed by the secretarial supervisor

### Outcomes, Results and Clinics

- Tracking of results/ appointments and highlighting to the clinical team members any results, correspondence or patient queries that need response and taking action e.g. booking investigations, transcription, etc, to ensure that RTT and Cancer Waiting times are achieved for patients.
- Checking of clinic outcomes to ensure accuracy
- To work with the Central Booking Office to ensure that clinics are used to capacity.

### Specialty Specific Support

- Providing a comprehensive secretarial support to the consultant surgeons whilst being the first point of call for patients, GPs, family members and other professional colleagues and organisations.
- 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

### General Duties

- To undertake routine office duties ie. electronic notes tracing, photocopying, maintenance of records.
- Filing of correspondence and results.
- General office admin for the nursing team as deemed appropriate by the Secretary Supervisor such as ensuring that the leaflet stores are fully stocked.
- Monitoring and answering the CNS and UNP calls in order to ensure a timelier response to non-clinical patient queries, such as appointment queries and highlighting to the CNS and UNP's any patients that need a clinical response.
- Data entry where appropriate as directed by the Secretary Supervisor.
- Ensuring that any vacant clinic slots are fully utilised and acted upon

- Checking that all medical records are ready for clinic and liaising with medical records/clinic prep teams for missing medical records.
- Ensuring that clinicians are able to review their referrals and book them in a timely manner to minimise delay by preparing the referrals in order of priority for action by the ANPs.
- Ensure clinics are cancelled timely and appropriately along with setting up additional adhoc clinics.

### **Team-working**

- To work cohesively with the secretary/supervisor 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. 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, and filing of correspondence and results and maintenance of records.
- 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.

## **Communications and Working Relationships**

- Medical staff both junior and senior including consultants
- Nursing staff
- Patients, carers and relatives
- Other secretaries / ward clerks
- Outpatient staff
- Health Records
- Pathology
- Radiology
- GPs and GP practices
- Management, including lead co-ordinator and general management team
- Other NHS organisations
- External bodies, such as solicitor practices, DVLA, social services, police etc

### **General**

- 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 Effort and Working Conditions**

- Movement of medical notes on a daily basis (Manual Handling Training Provided). This can range from one set of notes to bags weighing up to 15kg
- Exposure to occasional unpleasant working conditions due to extremes of office temperatures and ward odours.

- Use of Visual Display Unit (VDU) on a daily basis (Workstation assessments undertaken), will be sitting at the desk all day.
- Dealing with sensitive and confidential information
- The work pattern may be unpredictable due to interruptions. High levels of concentration are also required when audio-typing. Priorities can change during the day.

## General Conditions

### Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

### Terms and Conditions of Service

The principle terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers web site.

### 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.

### 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.

# Person Specification

<b>Job Requirements</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>	<b>How Assessed</b>
▶ <b>Qualifications/ Training</b>	<ul style="list-style-type: none"> <li>• GCSE English and Maths at Grade C or above, or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Typewriting / word processing RSA Level 3 or equivalent practical experience</li> <li>• NVQ in Administration level 3 computer literate in Microsoft Office packages</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> </ul>
▶ <b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of dealing with members of the public</li> <li>• Experience of using own initiative, prioritising workload and utilising organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working in a busy office</li> <li>• Previous medical secretary/hospital/NHS service experience</li> <li>• Experience of data entry, maintaining databases and data validation of electronic records</li> <li>• Working experience of TRAK/EPR/PACS/Infoflex</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>
▶ <b>Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>• Good command and understanding of English, punctuation and grammar</li> <li>• Excellent verbal and written communication skills</li> <li>• Proven organisational skills</li> <li>• Effective, fast and accurate keyboard skills</li> <li>• Good computer skills with working knowledge of Microsoft Office including Word, Excel, Outlook/Diary management</li> <li>• Excellent and accurate attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of NHS systems</li> <li>• Working knowledge of TRAK/EPR /PACS/Infoflex</li> <li>• Knowledge and awareness of health and safety issues, risk management and data protection act</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>
▶ <b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to multitask</li> <li>• Excellent team worker</li> <li>• Ability to use own judgement and initiative</li> <li>• Ability to prioritise workload and work to deadlines</li> <li>• Ability to work flexibly within a team</li> <li>• Motivated and innovative</li> <li>• Ability to deal with telephone calls/typing</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>

	letters with potentially distressing or emotional content		
▶ <b>Additional Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to move many sets of patient notes per day which are often heavy (10-15kg+) per day</li> <li>• Ability to use keyboard + visual display equipment all day</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>