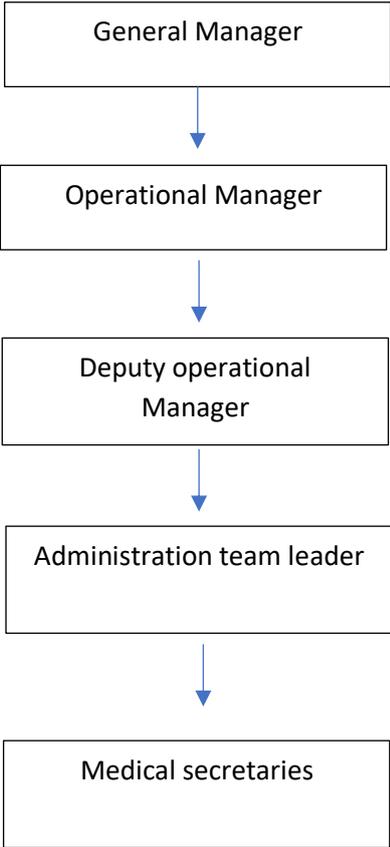


JOB DESCRIPTION

Job Title	Medical Secretary
Job Matching Reference	NP208c
Band / Grade	Band 4
Directorate	Surgery
Reports to	Administration team leader
Accountable to	Operational Manager

ORGANISATIONAL STRUCTURE



Purpose

To work as part of a specialty team providing full secretarial support for the consultants and junior medical staff in the team.

The post holder will work closely with the Team in ensuring that all clinics are typed speedily and accurately according to the guidelines laid down by the Trust.

Responsible for the audio typing of clinic tapes, reports, discharge summaries etc.

Main duties and Responsibilities

To work as part of a specialty team.

1. Responsible for the typing of all correspondence relating to outpatients and inpatients as well as typing departmental correspondence, these include any departmental meetings, Mortality and Morbidity case presentations, governance meetings and minute taking.
2. Arranges patients new and follow up appointments as required using PAS system and liaison with appropriate departments and in line with patients' needs.
3. Receives enquiries from patients and staff, resolving straightforward enquiries and forwarding more complex issues to the most appropriate member of the team.
4. Liaise professionally with all departments regarding admissions, waiting lists, ad hoc ward attenders and cancellations ensuring hospital policies are adhered to.
5. To organise meetings and appointments for the service and the specialty team and make adjustments in line with agreed protocols where necessary.
6. To participate in the introduction of new procedures, policies, or technology, including any technology associated with the Patient Administration System and make suggestions for the improvement of office systems and processes.
7. To set up and maintain filing systems ensuring all documents are accurately and are appropriately archived.
8. To order and requisition stationery in line with the specialty teams needs ensuring that stock levels are regularly maintained and reviewed.
9. To obtain investigation results and exercise judgement to ensure that medical attention is urgently drawn to histology and urgent telephoned results and all results are filed in the patient's records.
10. To take responsibility for tracking patients notes in the office.



11. To open and distribute post, prioritising any urgent post and ensuring relevant documentation is attached in addition to acting promptly and appropriately to all e-mail correspondence.
12. Prepare any correspondence as and when required.
13. To ensure that all Trust performance standards for turnaround times of letters are maintained and adhered to.
14. To participate in appraisals and personal reviews and work to achieve agreed set objectives.
15. To participate in appropriate training and development activities.
16. To participate in team, professional and personal development activities and maintain commitment to continuous development and improvement.
17. To flag any operational or resourcing issues to the Team Leader in a timely manner to facilitate resolution.
18. Be prepared, where operationally viable to provide support to other teams within the Directorate for periods of sickness absence and annual leave.
19. To undertake any reasonable management request either for the Service or Directorate
20. Help support the operational teams by tracking and navigating patients through the system (this includes monitoring diagnostic tests and flagging to consultants once results are received).

Relationships

Internal

- General Manager
- Operational Manager (s)
- Consultant Medical Staff
- Junior Medical Staff
- Ward Managers and Department Heads
- Team Secretaries
- Patient RTT trackers
- Clerical Officers
- Directorate Administrator

External

- Patients and members of the public
- General Practitioners
- Consultant and junior medical staff from other hospitals
- Secretaries from other hospitals
- Suppliers
- Medical Representatives
- Overseas Dictation Companies



Special Requirements

- The post holder will be required to be seated for long periods and use a computer for duties of this role.
- There may be periods of frequent distractions.

ADDITIONAL INFORMATION

1. Trust EXCEL Values and 'Behaviour Framework'

Our EXCEL values are at the heart of everything we do and how we treat each other. They were developed by our colleagues and describe what we think is important, including:

- essential guiding principles about the way that we work and set the tone for our culture and identify what we care about.
- shared ideas and attitudes that guide our organisational thinking and actions.
- common purpose and understanding that helps us to build great working relationships.



We make our EXCEL values real by demonstrating them in how we behave every day. Our EXCEL behaviours apply to all and are about how we work. They are part of everyone's role and help us to make sure we demonstrate our values. The EXCEL behaviours demonstrate the attitudes and approach we take to work; they are:

✓ how we do things; ✓ how we treat others; ✓ what we say and how we say it; ✓ how we expect to be treated.

Having clear expectations around behaviours will support all of us, every day, to deliver our ambition to create an EXCELent colleague experience to EXCEL at patient care.

2. Sustainable Development

It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources.

3. Criminal Records

Criminal records will be considered for recruitment purposes only when the conviction is relevant. As George Eliot Hospital NHS Trust meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, applicants who are offered employment (subject to meeting disclosure criteria), will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, or final warnings, as well as convictions.



4. Confidentiality and Data Quality

To comply with the Data Protection Act 1998 and NHS Confidentiality guidelines e.g. Caldicott, General Medical Council (GMC), the post-holder must maintain confidentiality, security and integrity of information relating to patients, employees, and other Health Service business, including commercially sensitive data.

All employees must ensure that they are familiar with and comply with the duties and responsibilities outlined in the Trust's policy and procedures on Information Governance. Ensuring that all information collected, stored, and used is done so in accordance with the Trust guidelines, including password protection and encryption. This obligation shall continue in perpetuity.

All employees have a responsibility to ensure that the quality of data is maintained and to take an active role in the identification of, reporting and resolution of any data quality issues.

Breaches of confidence will result in disciplinary action being undertaken, which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. All employees must take responsibility for any request for information that they receive and respond in line with the Trust's Freedom of Information Policy and Guidance.

5. Records Management

As an employee, you are legally responsible for all records that you gather, create, or use as part of your work within the Trust and they remain the property of the Trust. This includes patient, financial, personal, and administrative records, whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to all service users. You should consult the Trusts Corporate Records Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work.

6. Health and Safety & Fire Safety

Employees must be aware of their general duties under the Health and Safety at Work etc. Act 1974, to take reasonable care of themselves and others around them, co-operate with the Employer in relation to Health and Safety and adhere to safe systems of work. In addition, they should ensure that they are aware of their roles in relation to the Management of Health & Safety at Work Regulations 1999, in relation to specific duties for carrying out risk assessments and risk mitigation commensurate to their role.

The post holder is required to comply with agreed fire procedures, taking appropriate action if the fire alarm sounds and attend relevant training programmes as required.

7. Risk Management

Employees have a responsibility to:

- Report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.
- Take part in risk assessments in relation to the tasks that are undertaken, with a view to identifying the associated potential risks.
- Attend training in risk management as appropriate to their grade.
- Promote an open and honest "fair blame" culture.



- Adhere to the responsibilities within the Risk Management/Health and Safety and other relevant policies ratified by the Trust Board and to attend appropriate mandatory training to facilitate this.
- Attend relevant risk management training to ensure that they can undertake their risk management and health and safety responsibilities in line with legal requirements.
- Ensure that external standards such as NHS Resolution, Clinical Negligence Scheme for Trusts (CNST) Controls Assurance and Care Quality Commission (CQC) Healthcare regulations (Outcomes) are met and that resources are made available to improve service delivery.
- Ensure that they are active within their roles to promote a positive risk management culture throughout the Trust.
- Monitor and continue progress to attain higher level of achievement and compliance against external standards and legislative requirements.

8. Safeguarding Children, Young People and Vulnerable Adults

The Trust has a clear commitment to safeguarding children, young people, and vulnerable adults. All employees will have an organisational and individual responsibility towards safeguarding children, young people, and vulnerable adults with whom they have contact with.

To fulfil these duties all employees must attend training and development to recognise the signs and symptoms of abuse or individuals at risk; to follow local and national policies relating to safeguarding practice; and to report and act on any concerns they may have.

9. Infection Prevention and Control

The jobholder must always comply with the George Eliot Hospital NHS Trust Infection Control policies by practicing Standard (Universal) Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

All employees must attend infection control training as required within their department or as directed by their line manager. In addition, employees with clinical responsibilities must ensure that they hold up to date evidence that supports safe infection control practices and procedures, including correct use of Personal Protective Equipment (PPE), use of aseptic techniques, safe disposal of sharps and management of patients with communicable infections.

Employees are required to report any breaches or concerns promptly using the Trust's incident reporting system.

10. Equality, Diversity & Human Rights

George Eliot Hospital NHS Trust aims to promote equality of opportunity for all with the right mix of talent, skills, and potential. George Eliot Hospital NHS Trust welcomes applications from diverse candidates. The Trust has a clear commitment to equal opportunities, and it is the duty of every employee to comply with the detail and spirit of the Trust's policy.

Employees will have the right to be treated equitably and with dignity and respect in all areas of employment, regardless of age, gender, disability, ethnic or national origin, religious belief, sexual orientation, HIV status, social and employment status, gender reassignment, political affiliation, or trade union membership.

11. Conflict of Interest

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally, it is responsible for ensuring that employees do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Employees are not allowed to further their private interests during their NHS duties.

'Our vision is to EXCEL at patient care'.



12. No Smoking

The Trust acknowledges its responsibilities to provide a safe, smoke free environment for its employees, patients and visitors and is therefore committed to a No Smoking Policy. All Health Service premises are considered as non-smoking zones and smoking is not permitted in any part of the premises or grounds.

Employees can only smoke/vape out of working hours and off-site where they are non-identifiable as a member of the Trust. All employees have a responsibility to support the policy with their own behaviour and, to communicate it to others on site.

Assistance and support will be given to any employees who wish to give up smoking.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.

