

Job Description

JOB TITLE	HNEP Pathway Co-Ordinator (Medical Secretary)
GRADE	Band 3
REPORTS TO	Deputy General Manger
ACCOUNTABLE TO	Operational Coordinator
DEPARTMENT	Head, Neck, Eyes & Plastics
DIVISION	Surgery
DATE	September 2022

JOB PURPOSE

To provide an efficient Medical Secretarial service to the consultants and their team in respect of NHS work. To work flexibly with or alongside medical secretarial staff, consultants and other teams when required.

ORGANISATION CHART

See local organisational chart relevant to Business Unit

DIMENSIONS *(Number of staff, budgets, targets)*

Refer to details relevant to Business Unit

KEY RESULT AREAS/Deliverables/Key Activities

- To act as the point of contact for patients and medical staff on behalf of the consultant and the team ensuring that all queries are answered with skill, sensitivity and in a courteous and professional manner.
- Efficient management of the Consultants diary.
- Typing and despatch of clinical correspondence related to NHS medical patients within agreed timescales and quality standards.
- To ensure that urgent test results/correspondence is brought to the immediate attention of the Consultant or his/her team.
- An understanding of the 18-week RTT process and a knowledge of the Trust Patient Access Policy and an agreement to adhered to these policies according to National Trust Guidelines.
- Working to strict Trust and Government policies and Waiting list management and 18 weeks guideline
- Accurately informing patients/clinicians of outcomes and information to influence the effective service delivery for all patients including waiting list queries.
- Support management in the preparation and validation of the waiting lists and performance data in the team leader's absence.
- Liaise effectively with wards and departments within the hospital.
- To escalate any urgent problems to a senior manager.

- Provide secretarial support/cover for colleagues during absence.
- Undertake necessary training as and when required by the Trust.

COMMUNICATIONS & WORKING RELATIONSHIPS

Internal

- Management Team
- Colleagues
- Senior and Junior Medical Staff
- Patients, relatives and carers
- Health Records Department
- Outpatient departments
- Wards and clinical support departments

External

- Patients, relatives and carers
- GP's and other senior medical staff
- Representatives from other health providers
- Company representatives

PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES

	Essential	Desirable
Education, Training and Qualifications CPD Requirements	Educated to GCSE or equivalent	
Experience & Knowledge	Experience of working in a customer care/patient care environment. Substantial experience in an NHS Administrative	Understanding of the Trust's Patient Access Policy and its contents Experience of working in a supervisory or mentoring role
Skills and Ability	Advanced level of IT to include Microsoft Word and Excel Ability to work to deadlines	Ability to plan and delegate within the team and manage day to day workload
Communications and interpersonal skills	Ability to communicate effectively – including written, face to face and	

	telephone Ability to communicate using judgement, persuasion, negotiation and tact, where necessary	
Values and Behaviours	Must be a team player Must have a flexible approach to area of work and duties	
Other requirements	Extensive use of PC and other office equipment. Ability to lift and transport patient notes	

	Essential
Communication and relationship skills	<p>Good communications skills.</p> <p>To communicate routine information with members of the team, patients and carers.</p> <p>Relays queries via the telephone from staff and patients.</p> <p>Communicate both verbally and written using persuasive, negotiation and tact.</p>
Knowledge, training and experience	<p>A good standard of English to GCSE (9-4 or A-C) or equivalent RSA/OCR level III or equivalent knowledge and skills.</p> <p>NVQ III in Business Administration or equivalent knowledge and skills.</p> <p>Experience working in an administrative / support secretary role</p> <p>Understanding of medical terminology.</p> <p>Audio typing qualification or experience.</p> <p>Advanced level of IT literacy with experience of using a range of IT applications.</p> <p>An understanding of the 18-week RTT process</p> <p>Ability to work independently and as part of a team.</p>
Analytical and judgemental skills	<p>Ability to exercise judgment when dealing with patient enquiries/problems.</p> <p>Ability to prioritise own workload effectively.</p> <p>Escalates clinic problems to senior management within a timely manner.</p>
Planning and organisational skills	<p>The ability to plan and organise own time.</p> <p>Plan own letters for typing using the Digital Dictate system and other IT systems.</p> <p>Arranges meetings.</p> <p>Flexible approach to workload.</p> <p>Clinic prep and deals with clinic problems escalating to senior management within a timely manner.</p>
Physical skills	<p>Advanced Keyboard skills – audio / copy typing.</p> <p>Speed and accuracy.</p>
Responsibilities for patient / client care	<p>Gives non clinical advice to patients and clinical staff e.g. results, waiting times and appointments.</p>
Responsibilities for policy and service development and implementation	<p>Adhere to Trust Policies and Procedures. Follow departmental policies. May be asked to comment.</p>
Responsibilities for financial and physical resources	<p>Use of Office equipment and assisting with the ordering and maintenance of stationary stock levels.</p>
Responsibilities for human resources	<p>To assist with training and development of new secretaries and support staff.</p>

Responsibilities for information resources	Ensure accuracy of patient correspondence and filing systems as per Trust Policies. Monitoring and typing of clinical letters within the required timescales. Data entry into various IT systems. Take department meeting minutes, transcribe and distribute locally. Support the Team Leader in the preparation and validation of the waiting lists and performance data in the team leader's absence.
Responsibilities for research and development	Completes audits/staff surveys as part of role.
Freedom to act	The ability to manage own workload and act independently. Works within standard operating procedures. Pathway Team Leader available for reference.
Physical effort	The ability to word process for a substantial proportion of working time. The ability to lift heavy sets of notes.
Mental effort	Concentration required when typing communications for accuracy and responding to all enquiries. Work pattern predictable.
Emotional effort	Occasional typing of letters and dealing with correspondence/telephone calls that can be of a distressing nature.
Working conditions	Continuous use of VDU

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness** and **Excellence...**



Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees,

patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research:

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".