



DELIVERING  
**OUTSTANDING**  
CARE AND  
EXPERIENCE



RECRUITING,  
DEVELOPING AND  
RETAINING OUR  
**WORKFORCE**



AN **ANCHOR**  
IN OUR  
COMMUNITIES



**WORKING TOGETHER**  
WITH LOCAL HEALTH  
AND SOCIAL  
CARE PROVIDERS



DELIVERING  
LONG-TERM  
**SUSTAINABILITY**

**NHS**  
North West Anglia  
NHS Foundation Trust

Information pack for the post of

Senior Medical Secretary

Division of Medicine

January 2024



GOOD TO  
**OUTSTANDING**



## Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey'.

**Hannah Coffey**  
**Chief Executive Officer**

## Job Description

<b>JOB TITLE</b>	Senior Medical Secretary
<b>GRADE</b>	NHS AfC Band 4
<b>HOURS OF WORK</b>	37.5 hours
<b>DEPARTMENT</b>	Cardiology
<b>BASE</b>	Peterborough City Hospital
<b>RESPONSIBLE TO</b>	Admin and Pathway Co-ordinator
<b>ACCOUNTABLE TO</b>	Admin and Performance Co-ordinator

## Job Summary

- To provide efficient and comprehensive medical secretarial support within the Medicine Division Directorate and cross cover for colleagues.
- To provide an efficient and responsive patient administration service to support the patient pathway, tracking the patient from referral to pathway completion.
- To perform all allocated administrative tasks required to meet the needs of the service.
- To undergo training as necessary to meet the needs of new developments within the Service.

## Main Duties and Responsibilities

- To provide efficient and comprehensive medical secretarial and administrative support within a speciality, and other specialities as and when required, within the Division.
- To act as a point of contact for enquiries, using tact, diplomacy, and confidentiality. Using personal judgement and acquired knowledge to assess each situation and deal with accordingly.
- To manage the specialty administration workload, ensuring appropriate delegation of tasks to members of the specialty team and re-prioritisation when required.
- To undergo mandatory training as necessary to meet the needs of new developments within the Service.

- To identify training for members of the specialty secretarial team in conjunction with the Admin & Pathway Coordinator.
- Respond to enquiries ensuring confidentiality is always maintained.
- To liaise with patients, consultants/teams, operational areas and departments, preassessment centres, wards, and other departments and communicate with patients, relatives and other hospitals as required.
- Undertake MPA's for the Medical Secretary and Administration Assistant(s).
- Notify the Administration & Pathway Coordinator of sickness absences within the team.
- To facilitate the efficient and effective administrative pathways for all patients, including cancer patients where appropriate. This will include actively managing, monitoring, and tracking patients through triage to consultation, diagnosis, and treatment.
- Ensure that pathways are validated and accurate using the relevant Trust systems. This includes ensuring that comments and information is recorded accurately and up to date.
- To be responsible for the line management of the Medical Secretary and Secretarial Assistants.
- To utilise Medway and access any other relevant information to provide an efficient service for patients, staff, and visitors, when required.
- Respond to enquiries from clinics and wards.
- Knowledge of the secretarial work within the specialty enabling appropriate support with workloads.
- Demonstrate initiative, tact and ensure confidentiality is always maintained.
- To liaise with patients, consultants/teams, pre-assessment centres, wards and other departments and communicate with patients, relatives, and other hospitals.
- To be part of the Medicine Division loggist rota, providing support for the Trust control team at time of Critical Internal incident.
- As a team ensure that all admin & secretary functions within the Specialty are completed.
- Maintain working relationships with colleagues within the specialty.
- Work closely with clinical teams and other departments within the organisation.
- Advise the Administration & Pathway Coordinator of any points of concern relating to the administration of the service and processes in place.
- Work a 'buddy system', to ensure adequate cover is in place during absence.
- Attend team meetings as required.

### **Key Stakeholders:**

- All patients.
- Consultants and members of the specialty team and operational management teams.
- Diagnostic, Pathology, Radiology, and other support services.
- Health Records.
- Information services, Data Quality, and IT departments.
- Cancer manager and team where necessary.
- Wards.
- Other external organisations as required.
- Business and Performance Team.

## Operational And Administration Processes

### 1. Administration - Patient Records

The post-holder is required to maintain both paper and computerised records in accordance with Trust standards.

- 1.1 Tracking of patient journey in accordance with the Trust's Access Policy.
- 1.2 Management of referrals.
- 1.3 Clinic management, managing cancelling and setting of templates.
- 1.4 Ensure that data entered onto the PAS and other systems is complete and accurate in compliance with Information Governance.
- 1.5 Ensure patients receive accurate appointment information using the PAS system.
- 1.6 In a timely manner receive and collate results of investigations. Take appropriate action to draw attention to abnormal results. Follow up as necessary.
- 1.7 Audio typing of patient information, including the typing of letters and reports.
- 1.8 Maintain and publish the Consultant weekly rota.
- 1.9 Work within guidelines relating to data protection, information governance and confidentiality.
- 1.10 Deal with any issues in a constructive manner, communicating with relevant staff as necessary.

### 2. Administration - General

The post-holder will help to facilitate the smooth running of relevant areas of the Division.

- 2.1 General administrative duties, as required, to include:
  - Audio typing, photocopying, electronically sending and faxing of information, including distribution of copies to appropriate destinations.
  - Accurate filing of information.
  - Presentation of letters for signature.
  - Timely distribution of letters and information, both for Trust and external post.
  - Opening of post and appropriate distribution of correspondence.
  - Organise any meetings for the specialty team as appropriate.
- 2.2 Show awareness of the principals of Health and Safety at Work and Manual Handling Guidelines.
- 2.3 Ensure all administration standards are adhered to within specialty team
- 2.4 As per specialty requirements, ensure stationery supplies are maintained and ordered if necessary.
- 2.5 Database entry as required.

### **3. Resource Management**

The post-holder takes an active role in identifying resource issues and maintaining equipment.

- 3.1 To be aware of resource issues in the use of equipment and resources.
- 3.2 To identify areas of need as required.
- 3.3 To request equipment and stationery as required.
- 3.4 To be responsible for the safe and effective maintenance of equipment relevant to the area of work.
- 3.5 To liaise with relevant managers, where appropriate, to minimise or reduce expenditure.

### **4. Teamwork**

The post holder will maintain good working relationships with staff within the Service Unit and in other Trust Departments.

- 4.1 Work flexibly and liaise with the secretarial and administrative team to maintain and ensure smooth running of the specialty, gaining additional skills as required.
- 4.2 Ensure awareness of current issues within the Division and those in other areas of the Trust. Attend meetings when relevant and practical.
- 4.3 Be aware of workload and pressures within other areas (i.e. Ward Clerks/Medical Records/Booking Clerks/Clinics) enabling support and encouragement to be given to the team as necessary.
- 4.4 Communicate in an appropriate manner with staff from the Division, other departments across the Trust and bodies external to the Trust.

## **STANDARDS AND PERFORMANCE**

- To understand current policies, guidelines, and procedures for the management of patient pathways.
- Following guidance work within defined national and local targets, i.e. waiting time and cancer targets and monitor on a regular basis.
- Ensure data and information both paper and electronic is completed in accordance with agreed policies and procedures.
- In accordance with the agreed process, ensure data and information is recorded and input into the relevant systems (PAS, various databases/IT systems) in an accurate and timely manner and patients are actively tracked.

### **Forward Planning**

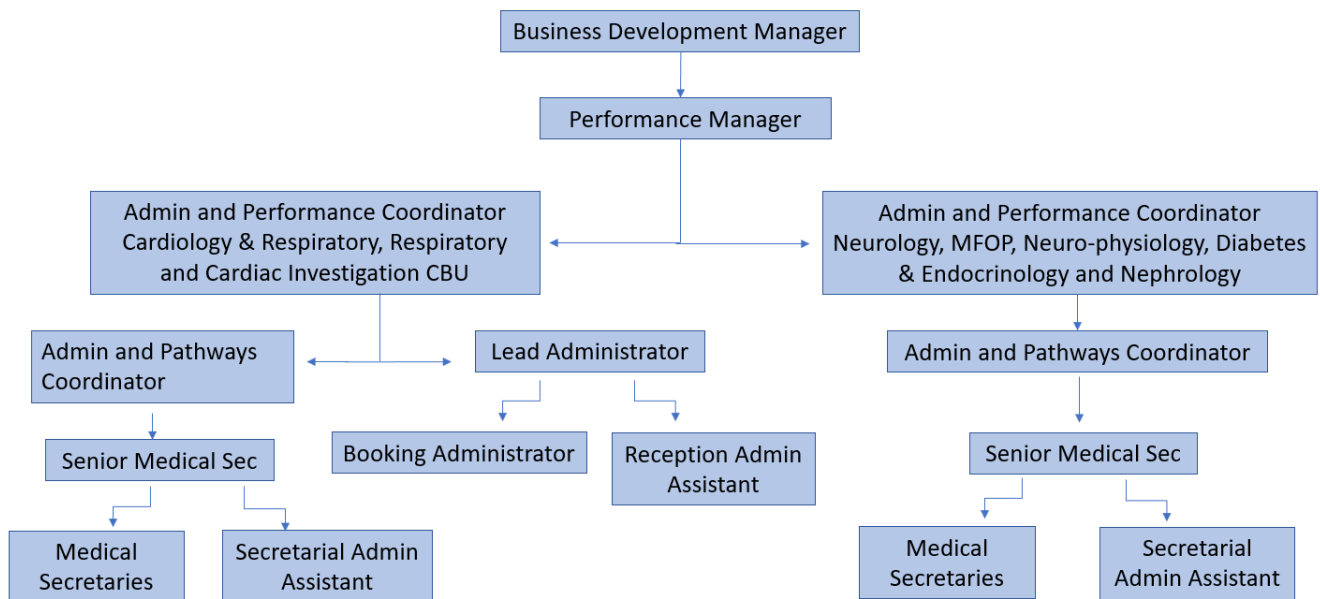
- In conjunction with the Admin & Pathway Co-Ordinator to ensure that services are developed.



- In liaison with the Admin & Pathway Co-Ordinator, plan and organised workload ensuring deadlines are adhered to and duties satisfactory performed.

### **Additional Information**

- To ensure that the Emergency and Medicine Directorate secretarial and administration functions are carried out to the highest quality by monitoring and improving services.
- Organise and control own workload ensuring deadlines are observed and duties performed efficiently.
- To develop IT skills as required, fulfilling the responsibilities of the post.
- To ensure that there is a co-ordinated approach to service delivery on all sites within the Trust to promote good working relations.
- The post holder must at all times carry out their duties with due regard to the Trust's Equal Opportunities Policy.
- To ensure that all duties carried out to the highest possible standard, and in accordance with current quality initiatives within the areas of work.
- All staff are required to respect confidentiality of all matters that they may learn in the course of their employment. All staff are expected to respect the requirements of the Data Protection Act.
- Any other duties, agreed between the post holder and their manager, which may be required in order to facilitate the efficient and effective running of the service.
- Ensure that you contribute to the department operating to the highest standards and that it not only meets but exceeds customer expectations.
- Be responsible to ensuring that all duties are carried out in accordance with the correct procedures and policies.
- Support the team in developing the range of competencies required.
- Significantly contribute to the delivery of Trust standards for Patient Pathway Management, Data Quality, clinic typing and filing.



## Working at our Trust

### A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.





## B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery
- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

## C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

## **Equality and Diversity Policy**

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

## **Health & Safety**

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

## **Data Protection**

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

## **Data Quality**

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

## **Customer Care**

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

## **Values**

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

## **Infection Control**

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

## **Smoking Policy**

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

## **Confidentiality**

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

## **Safeguarding the welfare of children and vulnerable adults**

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

## **Mandatory Training**

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

## **Raising issues of Concern**

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.