



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

Medical Secretary

Division of

FISS/Gynaecology

November 2023



**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 Hinchingsbrooke 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', with a stylized flourish at the end.

Hannah Coffey
Chief Executive Officer

Job Description

JOB TITLE	Medical Secretary
GRADE	3
HOURS OF WORK	37.5 per week
DEPARTMENT	Gynaecology
BASE	Hinchingbrooke
RESPONSIBLE TO	Senior Medical Secretary
ACCOUNTABLE TO	Pathway Co-ordinator

Background and Context

To assist in the provision of an efficient and responsive service required to support Consultants, specialist nurses and their medical team to ensure the provision of a patient

pathway, which is receptive to the needs of the patient and responsive to Trust requirements. Cover for colleagues as required.

Job Summary

- To provide efficient and comprehensive medical secretarial and administration support within a specialty/department.
- To perform all allocated secretarial and administration tasks required to meet the needs of the service.
- To undergo training as necessary to meet the needs of new developments within the service.
- To work flexibly across specialty teams as required.

Key Duties

- Validation – e-track queries/Information Services reports
- Dealing with telephone enquires both internal and external.
- Direct administrative support to Consultants and nurse specialists
- Managing Consultants appointments/Clinic utilisation/Diary management
- Request/cancel clinics as and when required using Clinicman system.
- Dealing with emails in multiple mailboxes

The above will include:

- Utilising CAREFLOW (Patient Administration System) E-Track, EPRO/SCRIP, EVOLVE, ERS (Electronic Referral System), Clinicman, ICE and MS Teams to provide an efficient service for patients, staff and visitors, when required.
- To utilise other software packages, as required, to maintain records for audit directly relevant to the post.
- Support the smooth running of the Gynaecology office.
- Respond to enquiries from clinics and wards (personal and telephone) ensuring good communication and appropriate referrals.
- Knowledge of the secretarial work within the specialty enabling appropriate support with workloads.
- Demonstrate initiative tact and ensure confidentiality is maintained at all times.
- To liaise with patients, consultants/teams, pre-assessment centres, wards, and other departments and communicate with patients, relatives and other hospitals.

Main Duties and Responsibilities

Teamwork

As a team ensure that all functions within the Specialty are completed

- Maintain close working relationships with colleagues within the specialty.
- Work closely with clinical teams and other departments within the organisation.
- Advise the Snr Medical Secretary of any points of concern relating to the administration of the service and processes in place.
- To assist the team to ensure the delivery of an efficient and comprehensive service which is receptive to the needs of the patient and meets the performance requirements of the Trust in accordance with the patient access policy.
- In conjunction with the team, develop office and working practices to continually improve service delivery.
- Work as a team, to ensure adequate cover is in place during absences.
- Attend team meetings at required intervals.

COMMUNICATION

Key link with:

- All patients
- Consultants, nurse specialists and members of the department team and operational management teams
- Health Records
- Outpatients
- Information services, Data Quality and IT departments.
- Theatres and wards
- Primary Care Trusts and other external organisations

OPERATIONAL AND ADMINISTRATION PROCESSES

ADMINISTRATION - PATIENT RECORDS & INFORMATION

Administration - Patient Records

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

- Clinic cancellation procedures
- Ensure patient Event packs are tracked to the appropriate areas, using E-track
- Ensure that data entered onto any local systems is complete and accurate.
- Audio typing of letters, discharge summaries and reports, utilising EPRO/SCRİK (internal MS Word-based software).

- Ensure any information detailed in clinic / discharge communications have been actioned appropriately and highlight to relevant department, e.g. booking of follow up appointments.
- Filing of information within patient records, utilising Event packs and Evolve software, including correspondence and investigation reports and results. Including requesting casenote scanning
- Telephone contact with patients and answering queries.
- Work within guidelines relating to data protection and confidentiality.
- Deal with any problems in a constructive manner, communicating with relevant staff as necessary.

Administration - General

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

General administrative duties, as required, to include:

- Oversee Typing, photocopying and emailing of information, including distribution of copies to appropriate destinations.
- Oversee accurate filing of information.
- Timely distribution of letters and information, both for Trust and external post.
- Opening of post and appropriate distribution of correspondence
- Show awareness of the principals of Health and Safety at Work and Manual Handling Guidelines.
- Adhere to all administration standards.
- Attend appropriate meetings to prepare agenda and attend to take notes.

Resource Management

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

- To be aware of issues or concerns regarding the use of equipment and resources and notify relevant person.
- To be responsible for the safe and effective maintenance of equipment relevant to the area of work, and report faults to relevant persons / departments.
- To liaise with relevant managers where appropriate, to maximise or reduce expenditure.

Teamwork

The post holder will maintain good working relationships with staff within the department, the Clinical Directorate and in other Trust departments.

- To work flexibly and liaise with members of the secretarial team to maintain and ensure the smooth running of the Department, including providing cover during staff absences.
- To work closely with clinical teams and other departments within the organisation as appropriate.
- Ensure that you have an awareness of current issues within the Clinical Directorate and in other areas of the Trust. Attend meetings when relevant and practical.
- To advise the Snr Medical Secretary of any concerns relating to the administration of the service.
- Deputise for the Snr Medical Secretary as required.
- Supervise the Band 2 Secretarial Assistants as and when required.
- Communicate in an appropriate manner at all times.

STANDARDS AND PERFORMANCE

- To understand current policies, guidelines and procedures for the management of the service area.
- To follow guidance and work within defined national and local targets. (Eg. waiting time and cancer targets), highlighting any areas of concern.
- Ensure data and information, both paper and electronic, are 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 in an accurate and timely manner.

FORWARD PLANNING

- In conjunction with the team ensure that services are developed.
- In liaison with the team, plan and organise workload ensuring deadlines are adhered to and duties satisfactorily performed.

ADDITIONAL INFORMATION

- To ensure that departmental secretarial and administrative 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 may be required to fulfil the responsibilities of the post.
- To ensure that there is a co-ordinated approach to service delivery on both 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.
- You have a responsibility to consider yourself and anyone else who 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 and for completing an adverse event form for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

- To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area 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 under the Data Protection Act.

Any other duties which may be required in order to facilitate the efficient and effective running of the Service Unit

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.