

Directorate of Nuclear Medicine

JOB DESCRIPTION

Job Title: Evening Medical Secretary/ Receptionist (Nuclear Medicine)

Grade: Band 4

Directorate: Nuclear Medicine

Accountable To: The Directorate Manager

Reports To: The Deputy Directorate Manager

INTRODUCTION

The Nuclear Medicine Centre is one of the largest in the North-western Region. A very wide range of clinical diagnostic techniques are provided for patients who are referred from both within and from outside the teaching hospitals of Manchester, and who attend both as in-patients and out-patients. As a centre of excellence, the department frequently serves as a host to professional staff (including medical specialists and radiographers) who come from other hospitals to learn the techniques in this highly-specialised discipline.

The Nuclear Medicine service is provided over three sites, using eight top of the range scanners by a team of over 60 technologists, physicists, pharmacists, nurses, physicians and administrative staff. This post is based at the Oxford Road Campus where you will work with a team of administrative colleagues.

In addition to its diagnostic services, the Centre has a major commitment to research and development programmes concerned with developing applications of radioisotope techniques in medicine. It also provides a radionuclide therapy service.

JOB SUMMARY

The Department of Nuclear Medicine performs diagnostic tests using radioactive isotopes on both in-patients and out-patients from this and other hospitals. About 25-40 tests are performed each day; most of these are organised by pre-arranged appointments but some tests are done in urgent response to medical emergencies. There is a waiting room in the reception area, which is adjacent to the patient investigation rooms. The department is fully computerised utilising the trust's Electronic Patient Record system (Hive).

The postholder is responsible for booking patient appointments, ensuring information is provided and received efficiently both from patients and clinical colleagues, and for welcoming patients and visitors to the Department. This post also involves secretarial support to clinical staff.

This post is one of a group of admin/clerical posts in the Department responsible to the Deputy Directorate Manager.

Hours of work Normal working hours 11:30am- 7:30pm Monday- Thursday and 12:45pm – 4:30pm on a Friday. However, flexibility will be required to cover working on Saturdays as paid overtime when required.

MAIN DUTIES AND RESPONSIBILITIES

Clinical Governance In collaboration with medical, technical and nursing staff, to maintain a caring service for patients.

To identify best practice and develop working practices to deliver an efficient and effective administration service.

Education and Development To develop personal skills in order to optimise administrative service.

Clinical / operational Service delivery To welcome patients and visitors to the department and inform appropriate members of staff.

To book a range of different types of appointments for patients in accordance with a matrix of rules and/or in consultation with medical and technical personnel.

To liaise with medical and nursing staff in this and other hospitals regarding clinical details of referrals.

To organise link workers (language interpreters) for inpatients both in advance and as a response to urgent requirement.

To send appointment letters/cards as appropriate, distinguishing between the different procedures and special instructions for each.

To liaise with radiopharmacy re special orders required.

To assist in managing patient attendances and their returns by organising porters, calling ambulance control, hospital wards etc. as necessary.

To record details of patients and appointments using a computer-based patient record system.

To handle telephone enquiries and re-direct calls as appropriate. To record messages when necessary; in particular to pass on requests for clinical test reports.

To contact prospective patients by telephone and to discuss their physical limitations and medication prior to booking appointments.

To explain protocols and time schedules of tests to medical staff and patients.

To observe the patients in the waiting area and to call for medical assistance if necessary. To manage provision of refreshments as appropriate.

To liaise with paediatric department when children need additional specialist medical attention, providing appropriate clinical information.

Information Resources

To counsel patients, both by telephone and in person, in order to allay fears and explain the practicalities of the complex procedures.

To do other clerical or general work as requested by the Office Manager or Head of Department. This may include

- Ordering of stationery supplies
- Administration of orders and delivery receipts for departmental supplies, matching deliveries to invoices, etc.
- Administration of incoming and outgoing mail
- Word-processing clinical reports
- Managing forms for private patients

To ensure that computing, word-processing and other office equipment is used most effectively;

To operate the hospital's Electronic Patient Record system and to use it for data entry and retrieval.

To operate the word-processing system currently used in the department (Microsoft Word).

GENERAL INFORMATION

Radiation Protection Regulations

The post holder must familiarise themselves with the Local Rules and Directorate IR(ME)R protocols and ensure that they are strictly adhered to.

Health and Safety

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardise the health and safety of either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health and Safety at Work.

Security

The post holder has a responsibility to ensure the preservation of all NHS property and resources.

Confidentiality

The post holder must maintain confidentiality at all times in all aspects of work,

Equal Opportunities

Manchester University Foundation Trust encourages Equal Opportunities and operates an Equal Opportunity Policy. All individuals regardless of race, ethnicity, nationality, gender or disability are encouraged to apply for all posts advertised.

Smoking

The Trust operates a Smoking Control Policy.

Team Briefing

The Trust operates a system of Team Briefing which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing.

It is expected that all employees will attend the monthly briefing sessions.

This job description is a reflection of the current duties of the post and may be subject to change in the future following consultation with the post holder.

