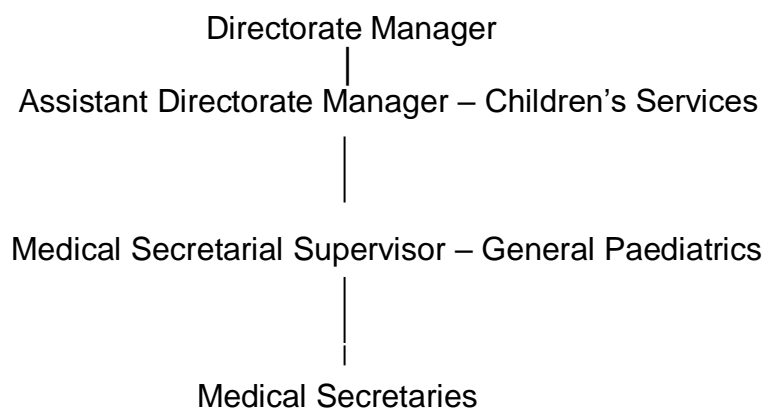


## **JOB DESCRIPTION**

<b>POST TITLE</b>	Medical Secretary
<b>BAND</b>	4
<b>DIVISION</b>	Family Care
<b>BASE</b>	General Paediatrics - RBH
<b>REPORTS TO</b>	Medical Secretarial Supervisor
<b>RESPONSIBLE FOR</b>	N/A

## **ORGANISATION CHART**



## **JOB SUMMARY**

The role of the Medical Secretary is to provide a comprehensive secretarial, administration and information service to the Consultant Paediatric Team in respect of his/her NHS work and to the supporting medical/nursing team. The role comprises a wide range of specific duties and requires competence in word processing, keyboard skills, audio-typing, communication and organisational skills. Qualification to AMSPAR Medical Secretary Diploma level or equivalent is highly desirable, as are medical shorthand and transcription skills, and knowledge and understanding of medical terminology would be advantageous. An ability to understand the need for and to maintain confidentiality is essential. An essential part of the role is the ability to manage and prioritise own workload without direct supervision, communicate effectively with all colleagues and demonstrate the ability to work well within a team.

## MAIN DUTIES

- Transcription and production from winscribe of typewritten reports/correspondence, for the consultant's team and visiting consultant team which may include outpatient reports, discharge summaries, and other relevant clinical and non-clinical correspondence.
- Open and prioritise correspondence (which is often of a highly sensitive and confidential nature) on behalf of consultant/s ensuring that urgent correspondence receives prompt attention. In the consultant/s absence, Medical Secretary is responsible for ascertaining which correspondence requires referral to an appropriate clinician/nurse for urgent attention.
- Retrieve and act upon correspondence received by e-mail.
- Process case-notes of patients discharged from hospital; follow through ongoing care plans as indicated in notes. Allocate notes to relevant clinician for dictation, or ensure that any standard letters are completed as appropriate. Where standard letters have been generated at ward level, ascertain from case-notes whether any supplementary letter/action is required and deal with appropriately. Ensure that follow up appointments or referrals to other specialties are arranged where necessary.
- Ensure that relevant investigation results received after patient's discharge are communicated to GP's where appropriate, particularly where treatment may be required.
- Ensure that discharge summaries and other time-sensitive information are dictated and typed within the designated time limits.
- Ensure the correct closure of outpatient episodes have been completed, following consultant appointments with patients.
- Receive, manage and prioritise telephone and personal enquires, complaints, messages and information from patients, relatives, General Practitioners, Consultants and other medical staff and external organisations on behalf of Consultant and clinical team. Deal with enquiries relating to the medical and social welfare of patients and relatives in a sensitive manner, referring to medical staff or other Healthcare Professionals where appropriate. When responding to enquires, ensure that relevant guidelines or protocols are followed.
- Respond to enquiries from patients and Healthcare personnel as appropriate. Provide empathy and reassurance to patients where necessary. May be required to convey clinical/medical information to patients, medical, nursing, pharmacy or other healthcare staff, when instructed by, or with permission of Consultant.
- Manage patient investigation results. Check all incoming laboratory/radiology results, ensuring that abnormal results are communicated promptly to appropriate Clinician. Ensure all reports are seen and signed by Clinician prior to filing in case-notes. Retrieve patient results from the ICE system, ensuring that results are available as soon as possible. Responsible for chasing up missing results.

- Maintain systems for monitoring and retrieving outstanding investigations. May be required to instigate appropriate referrals to other disciplines in respect of specific abnormalities in line with Departmental protocols.
- Undertake self-supervision and effective self-organisation in terms of:
  - a) co-ordinating annual and other leave in co-operation with other secretaries, and with the approval of management;
  - b) liaising with other secretaries to ensure fair distribution of work by mutual assistance;
  - c) liaising with manager and other secretaries regarding any flexi-time arrangements within the office.
- Establish and maintain efficient office systems, including filing systems for the clinical team and maintain a booking out and/or booking in system for case-notes using the hospital patient administration system.
- Co-ordinate arrangements for urgent outpatient appointments/hospital admissions, domiciliary visits etc - liaising with wards, departments and other agencies as required.
- Liaise with Admissions Department in respect of patients requiring hospital admission, ensuring that relevant information or instructions are communicated effectively. Ensure that all relevant investigations are available prior to admission and in particular that any problem with the potential to delay admission/surgery is brought to the urgent attention of the relevant clinician (may be necessary to liaise with or organise input of other Clinicians prior to admission (eg anaesthetic assessment) or to co-ordinate arrangements where procedures require multidisciplinary input).
- Maintain confidentiality at all times, ensuring that information is only divulged to authorised sources and by appropriate means.
- Provide administrative and secretarial support for Consultant's non-clinical NHS obligation and commitments.
- Provide essential cover for colleagues during periods of sickness, holiday absence, non-working days and home workers.

### **OTHER DUTIES**

- Liaise with Reception Staff/Appointments Clerks etc regarding follow up – appointments.
- Liaise with diagnostic services in arranging or expediting urgent or routine investigations.
- Generate patient correspondence and take appropriate action, in line with Trust policy.

- Ensure that referrals are dealt with in accordance with Consultant's guidelines and/or departmental or Trust protocols.
- Maintain Consultant's diary. Keep records of medical staff leave and absence. Book Medical Representative and other non-patient appointments as appropriate.
- Ensure that clinics/theatre lists are cancelled where necessary, and the relevant personnel are notified in respect of Consultant's or other medical staff absence. May be required to inform appropriate personnel of cover arrangements for Consultant or other medical staff.
- May be required to produce and circulate duty rotas.
- Type medico-legal summaries, maintain medico-legal files and liaise with legal department in respect of medico-legal cases
- Make arrangements for Consultant to attend clinical conferences, seminars or other relevant events, as necessary, which may include booking travel and accommodation, forwarding remittance and arrangements for study leave.
- May be required to take and transcribe minutes of clinical or non-clinical meetings at the request of Consultant or Departmental Manager.
- Co-ordinate arrangements for relevant clinical meetings, liaising with appropriate disciplines, ensuring that case-notes for discussion are available and that appropriate agendas or case summaries are prepared, produced and circulated as necessary.
- Distribute and/or duplicate appropriate information using photocopier or e-mail.
- Responsible for safe use of, and basic maintenance of office equipment/machinery.
- May be required to arrange for repair/servicing of office equipment and machinery as necessary
- Maintain levels of stock/stationery for own work area.
- Ensure effective communication and team work with all work colleagues, patients and visitors.
- Ensure Departmental security is maintained
- Attend all mandatory training.

## **TRAINING AND DEVELOPMENT**

- Trust training ie: CMT training & Safeguarding training as standard. Also lifting and handling, health safety and security and possible risk assessment training.
- Personal Development will be reviewed by immediate Supervisor based at RBH. Training needs identified if any at this time.

## ORGANISATIONAL RESPONSIBILITIES & PROFESSIONAL RESPONSIBILITIES

- Follow relevant Trust policies and departmental guidelines.

### PHYSICAL EFFORT

What physical effort is required for the job?

Type of Physical Effort	How Often	For How Long	What weight is involved	Any mechanical Aids
Some medical records handling (although limited)	Rarely – few times per week	To transfer from desk to desk	Basic medical record weight	na

Is the job holder expected to sit/stand in a restricted position? No

### MENTAL EFFORT

Are there any duties requiring particular concentration?

Types of Duties	How Often	For How Long
Data inputting Basis clerical responsibilities (see main duties) Typing	Daily Daily Daily	3-4 hours 2-4 hours 4 hours

Are there any duties of an unpredictable nature?

Types of Duties	How Often	For How Long
Telephone calls and managing upset parents / others	Daily	20 minutes approx

## **EMOTIONAL EFFORT**

**Does the job involve dealing with any distressing or emotional circumstances?**

<b>Type of Circumstance</b>	<b>Direct/Indirect Exposure</b>	<b>How Often</b>
Taking phone call messages that might be anxious or upset parents/carers (just take message in absence of colleague to call back)	direct	1-5 times per week – most times clinician available to take phone call immediately.

## **WORKING CONDITIONS**

**Does the job involve exposure to unpleasant working conditions?**

<b>What Working conditions</b>	<b>How Often</b>
Not applicable – desk job in appropriate environment.	

- Employment Acts and Codes of Practice

All employees are required to comply with employment legislation and codes of good practice.

- Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to take reasonable care to avoid injury during the course of their work and co-operate with the Trust and others in meeting statutory requirements.

- Infection Control

All employees have a personal responsibility for adhering to the Infection Control policy. Further guidance can be sought from your line manager.

- Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

- Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

- Rules, Regulations, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, standing orders and financial instructions and policies of the Trust.

- Review

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

- The Trust operates a No Smoking Policy and is an Equal Opportunities Employer

### **ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**NAME:** .....  
(PRINT)

**SIGNED:** .....

**DATE:** .....

**PERSON SPECIFICATION**  
**Band 4 Medical Secretary**

FACTORS	ESSENTIAL	DESIRABLE	MEASURED BY:
<b>EDUCATION</b>  Qualifications	<ul style="list-style-type: none"> <li>GCSE English at Grade 'C' or above, grade 9-4 or equivalent qualification</li> <li>RSA/OCR Level III or equivalent qualification</li> <li>Proficient IT skills (use of Microsoft office packages – particularly word and excel)</li> <li>Working knowledge of medical terminology</li> </ul>	<ul style="list-style-type: none"> <li>AMSPAR Diploma or equivalent extensive medical secretarial experience</li> <li>ECDL or equivalent qualification/skills</li> </ul>	<ul style="list-style-type: none"> <li>Application form/ certificates</li> </ul>
<b>JOB EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Ability to accurately transcribe complex dictation</li> <li>Medical or significant secretarial experience</li> <li>Ability to understand, absorb and comply with detailed procedures</li> <li>Previous experience working in an NHS Office environment</li> </ul>	<ul style="list-style-type: none"> <li>Experience using the hospital's Patient Administration System</li> </ul>	<ul style="list-style-type: none"> <li>Application form/interview</li> </ul>
<b>SPECIAL APTITUDES</b>  Communication Skills	<ul style="list-style-type: none"> <li>Clear and accurate written and verbal communication and ability to converse in a positive professional manner</li> </ul>		<ul style="list-style-type: none"> <li>Application form/interview</li> </ul>



Flexibility	<ul style="list-style-type: none"> <li>• Proven excellent telephone manner</li> </ul>		<ul style="list-style-type: none"> <li>• Interview reference</li> </ul>
People Skills	<ul style="list-style-type: none"> <li>• Able to adopt a flexible approach when required by the needs of the service</li> <li>• Effective listening skills</li> <li>• Good customer relation skills</li> <li>• Demonstrate ability in dealing sympathetically and sensibly with people</li> <li>• Proven ability to work in a team and be supportive of team members</li> </ul>		<ul style="list-style-type: none"> <li>• Application form /interview /reference</li> </ul>
Learning Ability	<ul style="list-style-type: none"> <li>• Willingness and enthusiasm to develop own knowledge , skills and ability</li> </ul>		
Other Skills	<ul style="list-style-type: none"> <li>• Highly motivated and possess enthusiasm for developing the role</li> <li>• Proven ability to work to targets and under pressure</li> <li>• Good organisational skills. Manage/priorities own workload</li> <li>• Good concentration skills</li> <li>• Ability to use own initiative and work without close supervision</li> </ul>		<ul style="list-style-type: none"> <li>• Application form /interview/reference</li> <li>• Application form/interview/refere nce</li> </ul>

	<ul style="list-style-type: none"><li>• Knowledge of Data protection and Caldicott guidelines</li><li>• Proven ability to keep information confidential</li></ul>		
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