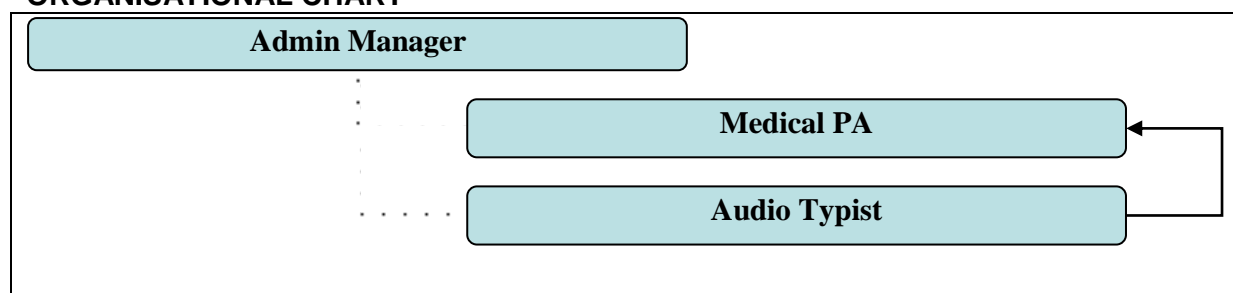


JOB DESCRIPTION – MEDICAL PA

<u>Post Title</u>	Medical PA
<u>Department</u>	Division of Surgery and Anaesthetics
<u>Reports to</u>	Medical Admin Manager
<u>Base</u>	East Lancs Hospitals NHS Trust

ORGANISATIONAL CHART



JOB SUMMARY

The overall purpose of the post holder is to provide effective delivery of patient focused health care within key performance targets and provide communication and organisational skills for a designated number of consultant surgeons and their associated medical personnel/teams.

The role comprises a wide range of specific duties and requires competence in word processing, keyboard skills and audio-typing with the ability to prioritise own workload without direct supervision.

MAIN DUTIES OF THE JOB

Maintain accurate 18 week referral to treatment (RTT) pathway for patients. The role will include data cleansing by identifying inaccuracies, inconsistencies and gaps in data records for patients on an 18 week pathway. Working closely with Assistant Business Manager, elective admissions and other key stakeholders you will be involved in the successful delivery of RTT pathways. This will include use of ongoing patient tracking list (PTL) databases undertaking weekly validation and maintenance to ensure up to date 18 week pathway. Following validation be responsible for accurate and timely recording, reporting exceptions to senior personnel.

- Transcription and production, from digital dictation and audio-tape, of typewritten reports/correspondence, using word processing packages, for the medical teams, which may include outpatient reports, detailed discharge summaries, operation notes and other relevant clinical and non clinical correspondence. This may include correspondence that is time-sensitive (such as complaints) ensuring information is dictated and typed within any designated time limits. Type medico-legal summaries, maintain medico-legal files and liaise with legal department in respect of medico-legal cases

- Manage patient investigation results effectively including maintaining systems for monitoring and retrieving outstanding investigations and responsibility for chasing up missing/delayed results. Retrieve patient results from ICE/CRIS systems, ensuring that results are available as soon as possible. Check all incoming laboratory/radiology results, ensuring that abnormal results are communicated promptly to appropriate Clinician. Will be required to instigate appropriate referrals to other disciplines in respect of specific abnormalities in line with Departmental protocols. Ensure all reports are seen and signed by Clinician prior to filing in case-notes. Ensure that OP registrations are closed where appropriate following discharge or paperwork or coded appropriate (XON) if not discharged.
- Process health records of patients discharged from hospital; 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 where appropriate, particularly where treatment may be required.
- Input and extract data from patient administration system (PAS) and other relevant software programmes, which may be Trust-wide or specialty-specific (eg. Theatreman etc)
- Provide appropriate cover by operating a "buddy" system for colleagues during periods of absence to ensure effective cross-cover is maintained within the directorate. .
- To be the primary contact for patients under designated consultants. To communicate effectively and professionally, giving reassurance, information or advice appropriately

COMMUNICATION

- Receive, manage and prioritise telephone and personal enquires, complaints, messages and information from patients, relatives, General Practitioners, Consultants, 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. Provide empathy and reassurance to patients where necessary. When responding to enquires, ensure that relevant guidelines or protocols are followed
- 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/Elective Admissions Dept in line with the Trust's ABC Policy. On occasion to liaise with or organise input from other Clinicians prior to admission (eg anaesthetic assessment) or to co-ordinate arrangements where procedures require multidisciplinary input.
- Liaise with Reception Staff/Appointments Clerks etc regarding follow up appointments and the management of clinic templates via the booking app.
- Manage the annual/study leave for consultants by ensuring that clinics/theatre lists are cancelled where necessary, and the relevant personnel are notified in respect of Consultant or other medical staff absence. Be aware of access targets and ensure optimum use of vacant or cancelled clinic/theatre slots. Will be required to inform appropriate personnel of cover arrangements for Consultant or other medical staff.

- Liaise with diagnostic services in arranging or expediting urgent or routine investigations and/or reports. Actively manage results to ensure patient pathways are maintained in line with 18-week ongoing pathways.
- Retrieve and act upon correspondence received via e-mail. Open and prioritise postal correspondence (which is often of a highly sensitive and confidential nature) on behalf of medical teams ensuring that urgent correspondence receives prompt attention. In the Consultant's absence, the Medical PA is responsible for ascertaining which correspondence requires referral to an appropriate clinician for urgent attention. May be required to convey clinical/medical information to patients, medical, nursing, pharmacy or other healthcare staff, when instructed by, or with permission of medical teams/Consultant(s)
- Undertake self-supervision and effective self-organisation in terms of:
 - a) co-ordinating annual and other leave in co-operation with other PA's, and with the approval of management;
 - b) Provide "buddy" cover for those on same banding at times of annual leave or sickness
 - c) liaising with other clerical staff to ensure fair distribution of work by mutual assistance;
 - d) liaising with manager and other PA's regarding any flexi-time arrangements within the office.
- Co-ordinate arrangements for urgent outpatient appointments/hospital admissions etc - liaising with wards, departments and other agencies as required
- Generate correspondence and take appropriate action, in line with Trust ABC policy, in respect of patients who fail to attend (DNA).
- Ensure that referrals are dealt with in accordance with Consultant's guidelines and/or departmental or Trust protocols.
- 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.
- May be required to produce and circulate duty rotas/departmental contact lists.
- Maintain Consultant's diary. Keep records of medical staff leave and absence. Book Medical Representative and other non-patient appointments as appropriate.
- 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.
- Complete Inter provider Forms (IPT) as and when required.

TRAINING AND DEVELOPMENT

- Participate in the training and supervision of support staff within secretariat department which will involve planning and allocation of work, and checking of letters produced for accuracy and quality as appropriate
- Undertake all mandatory training and partake in own personal development process, undertaking any relevant training as identified.

ORGANISATIONAL RESPONSIBILITIES

- Responsible for safe use of, and basic maintenance of office equipment/machinery.
- Ensure Departmental security is maintained
- Establish and maintain efficient office systems, including filing systems and maintenance of the Trust's Case Note Tracking policy.
- Maintain confidentiality at all times, ensuring that information is only divulged to authorised sources and by appropriate means.
- It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

PROFESSIONAL RESPONSIBILITIES

- The Trust operates a range of policies, Human Resources, Clinical Practice etc. All Trust employees must observe and adhere to the provisions outlined in these policies

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

V.3 Dated 17.10.2012