

Job Description

1. JOB DETAILS

Job Title:	Medical Secretary / Waiting List Coordinator
Grade:	AfC band 4
Responsible to:	Service Manager
Reports to:	Service Co-ordinator
Location:	Northern General Hospital

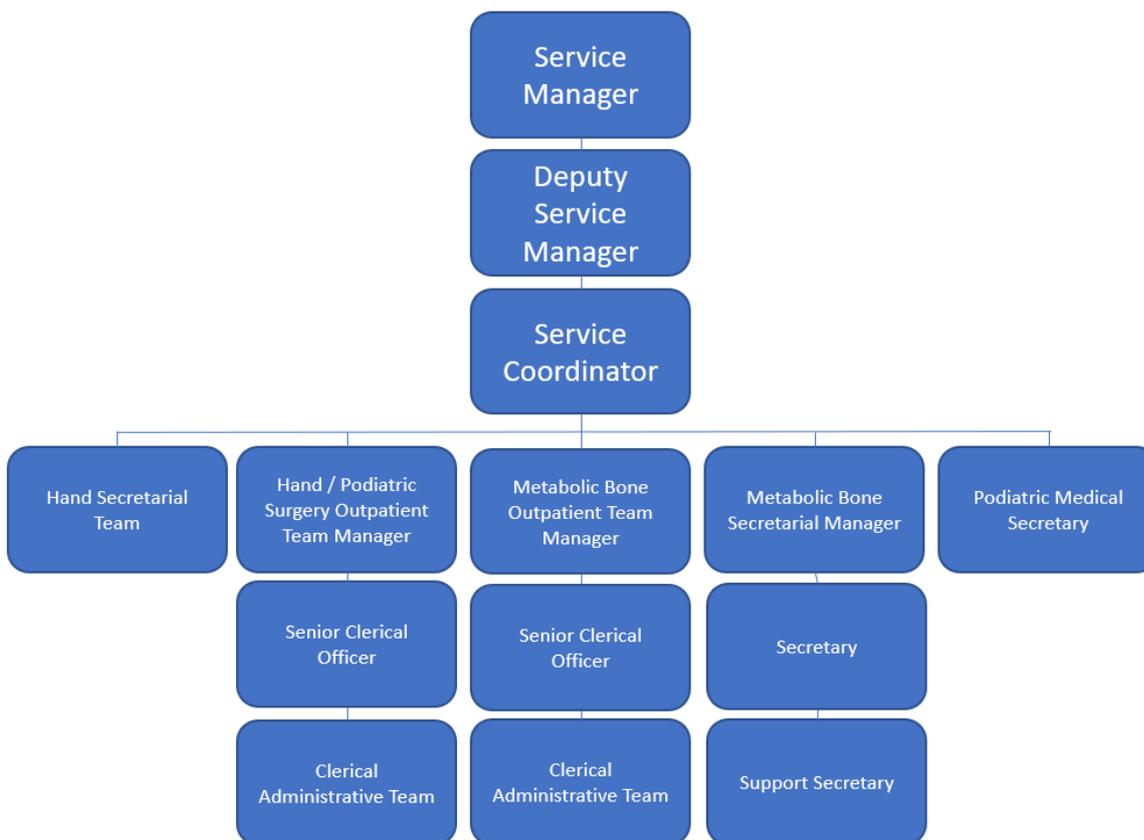
2. JOB PURPOSE

To support the medical secretarial and administration personnel in providing a high standard of secretarial, administration and clerical support to the medical staff, their team, patients and other users of the service. This shall predominately involve the co-ordination and typing of clinical correspondence within set time limits and managing and scheduling inpatient waiting lists and staff queries.

3. ROLE OF THE DEPARTMENT

The Sheffield Hand Centre is a fully integrated orthopedic and plastic surgery hand unit, of which there are only 5 or so such units in the UK. The department provides a world-class, predominantly day-case facility for: trauma, elective & rehabilitation hand services for the population of Sheffield and the surrounding area. This role is pivotal in enabling the Directorate to provide a high-quality, comprehensive and professional clinical and administrative service to patients, relatives, carers and other internal and external stakeholders.

4. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART



5. MAIN DUTIES AND RESPONSIBILITIES

To provide a high-quality typing and secretarial service within the MSK Directorate by working collaboratively with the existing Medical Secretaries to ensure parity across the secretarial function, managing a surgical waiting list. Co-ordination of typing across specialties is essential to meet Trust typing deadlines.

All duties are to be carried out in accordance to the Trust and Directorate policies and guidelines and shall involve:

1. To provide support for the Plastic Surgery and Orthopaedic consultants following Trust and Directorate policies and guidelines and as directed by the Service Co-ordinator.
2. Managing Consultant surgical waiting lists.
3. Typing patient letters relating to clinic appointments and diagnostic test results, from electronic, audio, longhand or verbal dictations, to meet Trust standards and prescribed timeframes.
4. Track the amount of typing using G2 and other tools to deliver the Trust's targeted 48-hour typing turnaround.
5. To file, manage, transfer and request clerical notes and keep tracing records up to date and accurate.
6. Work closely with other Waiting List Coordinators / Medical Secretaries to ensure a seamless level of support to all consultants within your area of responsibility.

7. To manage and up-date patient activity and pathways on Lorenzo as and when necessary, in conjunction with the medical secretaries and as directed by the Service Co-ordinator.
8. To assist the medical secretariat in managing patients through their 18-week RTT pathways. This will include validating pathways and amending them on Lorenzo when typing and escalating any possible breaches to line managers.
9. Communicate with other departments ensuring that relevant clinical activity is booked (e.g. x-ray, outpatient appointments).
10. Liaise with appropriate staff regarding pre-assessment clinic appointments and provide patient records for staff grade and vacant lists.
11. Be responsible for ensuring that the appropriate admission information is sent to each patient.
12. Ensure that all instructions regarding the ordering of special equipment is included upon documentation/data regarding patient admission.
13. Ensure the correct procedures are followed when lists are cancelled.
14. Ensure the accurate production and distribution of all theatre lists from appropriate diaries.
15. Ensure diaries include accurate and up to date information relating to medical staff annual leave and other absences. It is important that information regarding absences are communicated to appropriate staff and departments and potentially vacant lists are identified for full utilisation of resources.
16. Day to day assistance in maintenance and management of accuracy of the waiting list.
17. Daily management and construction of the departments master schedule including up to date consultant on-call information, clinic and theatre lists.
18. Liaise with lead for positive booking in theatres and Hand Centre to ensure all lists are positively booked and fully utilised at 4 weeks out.
19. To be responsible for the preparation and collation of accurate admission list information for review purposes in weekly scheduling meetings.
20. Where necessary, in support of other medical secretaries, answer internal and external telephone calls from patients, relatives and other healthcare professionals, taking accurate messages regarding patient enquiries and relaying them to the relevant consultant/secretary.
21. Occasionally handle telephone calls from aggressive or distressed callers with support from colleagues.
22. Take accurate messages related to enquiries
23. Use a variety of Trust databases such as Lorenzo, G2 digital dictation, ORMIS, Integra, Microsoft and ICE.
24. Locate and retrieve medical case notes across the site as and when required
25. Where necessary, to work flexibly and provide leave cover for other Medical Secretaries/Waiting List co-ordinator.

26. To assist with the training of others regarding the inputting of information and data as required.
27. Achieve and maintain strict adherence to confidentiality laws, policies and practice which include, but are not limited to, the Data Protection Act (1998), Freedom of Information Act (2000), Duty of Candour (2015) and Caldicott Guidelines (1997).

Other generic duties

1. Other general office duties including the processing of e-mails, post, photocopying and the collation of training materials *etc.*
2. Filing of medical information and appropriate correspondence into notes or other data systems.
3. Retrieving patients' notes from the Medical Records office, clinical areas, x-ray department, and other departments on a daily/weekly basis, using a trolley to transport notes.
4. Prepare theatre lists in accordance with Directorate policy
5. Ensure tracing systems for case notes are kept up-to-date and completed accurately
6. Following training, add or remove patients from the waiting list as requested in accordance with Trust policy.
7. Ensure skills are updated regularly, through appraisals, further training and use of PALMs.
8. Participate in mandatory training which include, but are not limited to, fire procedures, moving and handling and P.D.R.s (appraisals).
9. Actively contribute to the smooth running and development of the department by sharing discussing and implementing new ideas and ways of working with colleagues and Directorate staff
10. Participate in departmental meetings
11. Assist with the training of new or less experienced members of staff.
12. Comply with all relevant legislation, policies, procedures and codes of practice.
13. Actively contribute to the smooth running and development of the Department by sharing discussing and implementing new ideas and ways of working with colleagues and Directorate staff.

Whilst in this role, we must adhere to our Trust's PROUD Values. Patient first, Respectful, Ownership, Unity and Deliver.

6. FINANCIAL MANAGEMENT RESPONSIBILITIES (including estimated size of budget)

Manage and maintain office stationery supplies using Trust's Integra ordering system.

7. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES (including numbers and grades of staff)

None

8. ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)

To maintain and keep clean all equipment in your control.

To alert line management promptly of any need for equipment replacement or repair, building maintenance or stock replenishment.

9. WORKING RELATIONSHIPS (please identify the main personnel with whom the post holder will be required to communicate with and advise internally and externally)

a) Communicate with:

A wide range of clinical staff and other health care professionals

All grades of A&C staff including Consultants and junior doctors

The directorate Management team

GPs/other health and social care professionals

Other departments across the Trust

Patients, relatives and their significant others

b) Provide advice to:

GPs/other health and social care professionals

Some health care providers

Patients, relatives and their significant others

A&C staff

New and junior members of the team

This job description is not intended to be finite and might be changed according to the exigencies of the service. Similarly, the post holder might be required to undertake other duties not delineated above but that are commensurate with the grade.