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JE REF No: 1412

## **JOB DESCRIPTION**

**JOB TITLE: Medical Secretary**

**PAY BAND: 3**

**REPORTS TO: Medical Secretary - Supervisor**

**LAST UPDATED: August 2019**

### **JOB PURPOSE:**

To provide secretarial support to Consultants and their teams with particular responsibility for audio typing clinic letters, discharge summaries, general copy typing correspondence, minutes and reports. To provide administrative support to the department/Clinical Team.

The post holder will provide an empathic and sensitive point of contact for patients/relatives and carers, undertaking work under the direction of the Medical Secretary Supervisor.

### **MAIN DUTIES & RESPONSIBILITIES:**

- To touch type from audio and/or copy type from written documentation the following documents: clinic letters; results letters; discharge summaries; medical reports and reports in response to complaints. This requires an understanding of medical terminology, phraseology and medications. Some documents may be of a complex or distressing nature
- Arranging patients' appointments as required under direction of the Medical Secretary Supervisor
- Arranging for patients to be seen for theatre/day case admissions when required and directed by the Medical Secretary Supervisor
- To exercise initiative and judgement based on acquired knowledge and experience when dealing with enquiries of a clinical and non-clinical nature
- Ensure that clinic letters and discharge summaries are sent out in accordance with the locally agreed time limits
- Receiving and dealing with telephone enquiries as appropriate
- To maintain the Consultant's diaries as required
- Input and look up patient data on Trust IT systems in accordance with Trust policy



- To ensure Consultant's post is opened daily and dealt with accordingly
- Arrange meetings and appointments as necessary
- To assist colleagues as directed by the Medical Secretary Supervisor in times of pressure of work
- Obtaining & receiving hospital notes from Medical records Department as required using the case note tracking system
- Co-operate in the introduction of new technology and new working practices to ensure the smooth running of the department
- Photocopying, Scanning letters and documents as required

### **Communication**

- Liaise with staff and service users
- Provide excellent telephone skills. Accurately record telephone messages and other enquiries and refer as appropriate
- To provide a point of contact for patients/relatives/carers, GPs and other health care professionals who can be emotional and highly distressed, ensuring that any language or other communication barriers are overcome
- Provide effective communication and problem solving both face to face and via telephone
- Be sympathetic and sensitive to the requirements of staff, service users when communicating by telephone or face to face, including dealing with a difficult situation, e.g. aggressive or demanding behaviour
- Attend admin team / departmental meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively

### **Analytical and Judgemental Skills / Freedom to Act**

- Ability to make decisions and take actions within the team relating to routine enquiries, whilst receiving support and supervision
- Ability to recognise situations that should be referred onto the Supervisor and take prompt and appropriate action
- Receive and open incoming post and take action as required

### **Planning and Organisational Skills**

- To manage and progress results of patient investigations and on receipt, prioritise and action according to clinical need, with guidance from the medical team
- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales



- Undertake work that has been prioritised by the Supervisor/ Line Manager
- Book and monitor room bookings
- Arrange meetings as and when required

### **Policy and Service Responsibilities**

- Work collaboratively as part of an integrated team
- Work within and keep up to date with National and Trust legislation, guidelines, policies, procedures, protocols and code of conduct relating to own role
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of patient services

### **Responsibility for Financial and Physical Resources**

- Have a personal duty of care for all equipment and resources used
- Maintain stock control of stationery / clinical supplies

### **Responsibility for Staff**

- Participate in the induction and training of all new members of staff
- Demonstrate own activities to new / less experienced staff

### **Responsibility for Information**

- To liaise with medical records with regard to availability of medical notes for forthcoming clinics, ensuring where possible, all results/correspondence is available for the patient's clinic appointment
- To develop and maintain an efficient individual filing system on behalf of the team to include correspondence, reports, complaints, research and results
- Be responsible for confidentiality in line with Trust policy and procedures
- Accurately input data using a variety of Trust IT systems in a timely way
- Strictly adhere to Caldicott and the Data Protection Act
- Prepare and scan information onto the Trust IT systems
- Ensure all information held is kept up to date
- Be responsible for the quality of information. Photocopy and distribute documents as required
- Shred and destroy confidential documentation in line with Trust policy
- Provide information / produce basic routine reports at an appropriate level under supervision



- Input staff information into the Electronic Staff Record (ESR) adhering to confidentiality and only accessing the information required to fulfil the role / task

## Research and Development

- Undertake surveys and routine audits of own work as and when required

Provide reciprocal cover for secretarial team during annual leave and sickness absence.

*Medical secretaries will be responsible for ensuring that Consultants receive patient results as they are reported, communicating the results to GPs/patients efficiently and undertaking any actions required as outlined in the dictated letter, i.e., request an outpatient appointment, ensure patients are put on the waiting list, update the open clocks "sent for test" database when patients have been discharged back to their General Practitioners care (admin events and patient appointments can also be requested via this database). The medical secretary should actively manage the open clocks "sent for test" database, chasing patient results and expediting the patient pathway where any delays become evident. The medical secretary should understand the RTT 18 week pathway and make every effort to ensure patients receive appointments, diagnostic or surgical admissions within 18 weeks; a similar process should be in place to support effective communication of results within the RTT timeline. Medical secretaries will ensure they meet the 10 day turnaround target when communicating outpatient, diagnostic, elective and general letters to General Practitioners and patients. If this is not achieved early escalation to the General Management team must take place, given the direct impact this could have on the RTT position when communicating results to GPs/patients.*

This job description is not intended to be a complete list of duties, but is expected to act as a guide to the main areas of key responsibility and as such will include any duties appropriate to the role. This job description may be reviewed and revised where appropriate.

**The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.**

## GENERAL INFORMATION:

### TRUST VISION AND VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; **building healthier lives**. Our values apply to every member of staff. They are working in partnership with others to



provide safe, appropriate care and improve outcomes (**Collaborative**); being transparent in all that we do, communicating openly, inclusively and with integrity (**Honest**); taking personal and collective responsibility for the way in which we deliver care (**Accountable**); being responsive, creative and flexible, always looking for ways to do things better (**Innovative**); treating everyone with compassion, dignity and professionalism (**Respectful**).

### **TRUST POLICIES AND PROCEDURES**

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

### **CLINICAL GOVERNANCE & RISK ASSESSMENT**

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

### **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

### **DATA PROTECTION**

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

### **EQUAL OPPORTUNITIES AND DIVERSITY**

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

### **HEALTH AND SAFETY**

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety



procedures are carried out to maintain a safe environment for other members of staff and visitors.

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

### **FLU PANDEMIC OR MAJOR INCIDENT**

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

### **NO SMOKING POLICY**

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

### **PUBLIC SERVICE USER AND CARER INVOLVEMENT**

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patient's experience is the catalyst for doing things differently to improve the way we deliver services.

### **UNTOWARD INCIDENTS**

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

### **SAFEGUARDING**

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.

### **REVIEW OF THE ROLE**



This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust's management agenda and priorities. Although this is a list of the key responsibilities of the post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

Name of Post Holder:

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Signature of Post Holder: ..... Date: .....

Name of Manager:

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Post Title of Manager:

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Signature of Manager..... Date: .....