

JOB DESCRIPTION

Post:	<i>Senior Medical Secretary</i>
Band:	4
Division:	Trust Wide , as specified in your contract
Department:	Trust Wide , as specified in your contract
Responsible to:	Manager
Responsible for:	Role/Team

Job purpose

The post holder will work within University Hospitals Bristol and be responsible for providing an efficient and effective secretarial service for clinical teams within specialties across the Trust. The role acts as a point of contact and help to support colleagues and the team. The Senior Medical Secretary is therefore responsible for setting high standards of patient care by enacting the Trust's values at all times.

The role of Senior Medical Secretary involves the pro-active achievement of all key performance indicators relating to NHS clinical correspondence targets, workload distribution and daily performance monitoring across specialty/specialties. The role holder will also lead on specific projects and tasks for the relevant clinical or management team as required.

Main duties and responsibilities

Communication:

- Act as a point of contact for queries from clinical and non-clinical staff
- Liaise via telephone and email with other clinical/clerical teams to action urgent appointments or procedures where necessary, and take responsibility to ensure that all relevant departments are notified accordingly, and an outcome is achieved
- Act as a point of contact for patients, relatives and carers. The post holder should be polite and empathetic to the patient's needs at all times and be able to communicate effectively when dealing with difficult situations and conversations
- Return calls promptly and keep callers updated with information in an effective and efficient way
- Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate

Patient Care:

- Show a caring and professional approach towards patients, relatives and carers. This may require acting with resilience to deal with sometimes distressed patients and relatives in a professional and empathetic manner

Organising and Planning:

- Check and sort investigation reports and passing information on to clinical team as required
- Carry out associated clerical duties, for example maintaining accurate filing systems, receiving post, diary management and scanning patient notes if required
- Attend appropriate meetings, training and briefing sessions and take notes as required for feedback to colleagues or formal minutes
- Gain an understanding of any other specialties in order to provide support as required and ensure that the Trust's target turnaround times are achieved
- Ensure the despatch and production of all clinical correspondence is maintained by pro-actively monitoring the Digital Dictation and Speech Recognition system daily, and to escalate delays as necessary
- Daily performance monitoring of Digital Dictation and Speech Recognition clinical correspondence
- Completion of appropriate documentation for other NHS teams as required for onward referrals or shared care
- Maintain electronic records of annual and study leave requests for consultant and junior doctors according to Divisional or departmental protocol and process claim forms, where appropriate
- Provide administrative support to clinical staff who may undertake specific NHS roles within the Trust e.g., specialty clinical lead, governance lead, where appropriate. This may involve the preparation of reports, presentation packages, attendance at meetings and taking of minutes
- Ensure patient records are up to date and maintained. Trace case notes where necessary, for example to ensure clinical correspondence is filed correctly
- Support the processes and achievement of patient pathway referral to treatment (RTT) targets, using the Trust's electronic systems. This will involve ensuring the efficient tracking and progression of clinical outcomes, investigative reports and other test results, any waiting list arrangements and associated appointments, and escalating issues to clinical staff, as appropriate.
- Ensure patient records are up to date and maintained. Trace case notes where necessary, for example to ensure clinical correspondence is filed correctly

Service Development and Research:

- Attend training courses as required to support personal development and the needs of the service
- Assist in training new members of the team where necessary
- Work closely with colleagues to develop/maintain departmental standard operating procedures

Finance and Resources:

- Maintain, order and/or receipt stationery and essential items, in line with Trust policies

Leadership and Management:

- Act as a mentor and support to the team and colleagues
- Allocate and supervise the day to day workload of Medical Secretaries and other staff where appropriate

Information Resources:

- Audio type, edit and proof read clinical letters, general correspondence and reports using the Trust's digital dictation and speech recognition system, ensuring that all correspondence is despatched within the Trust's target turnaround times

- Achieve the required standard of proofreading/editing using the Trust's Digital Dictation and Speech Recognition System, as specified by the Trust.
- Use the relevant computer systems, folders, and the Patient Administration System to accurately input and retrieve patient information, updating demographics where necessary and track the movement of patient case notes between departments. This includes general housekeeping of Digital dictation systems.
- Check incoming email inbox(s) on a daily basis to keep up to date with departmental and Trust wide news and information
- Maintaining clinical staff diaries where appropriate, including liaison with other secretaries from within the NHS or private sector
- Provide and report on monthly key performance indicators, as required by the Line Manager, and discuss any actions with the team

Other:

- Act with flexibility to utilise skills in other functions and lead on tasks if and when appropriate or required by the role's line manager
- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act 2018 and local and Trust policies at all times

General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
 - Does not cause offence
 - To challenge the inappropriate behaviours of others
 - Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy
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Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
 - Disclose information appropriately, in line with the Data Protection Act 1998.
 - To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
 - Always trace patient notes on the Patient Administration System
 - Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.
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Job Description completed/reviewed by: Admin Teams Transformation – Standards Workstream

Managers name: TBC on appointment

Date: December 2016

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

Senior Medical Secretary

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	Educated to GCSE, grade C or above (or equivalent) in English Language and Maths	✓		A/T
Q2	Qualified in word processing or audio typing (or equivalent)	✓		A/T
Q3	Business and Administration Level 3 NVQ or equivalent experience	✓		A/I
Knowledge and Experience		Essential	Desirable	To be evidenced by*
E1	Clerical/administrative experience/Secretarial	✓		A
E2	Previous NHS experience		✓	A/I
E3	Understanding of specialist medical terminology	✓		A/I
E4	Experience of dealing with the public, both on the telephone and in person	✓		A/I
E5	Knowledge of NHS policies and/or procedures	✓		
Skills and Abilities		Essential	Desirable	To be evidenced by*
S1	Effective and polite manner when dealing with people, both face to face and on the phone	✓		A/I/T
S2	Able to work under pressure and meet deadlines whilst maintaining a high standard of accuracy	✓		A
S3	Ability to work effectively in a busy team, adjust to change and motivate others	✓		A/I
S4	Ability to work independently, managing own workload, whilst providing supervision and support to others	✓		A/I
S5	Confidence to handle difficult conversations with patients, relatives and carers	✓		A/I
S6	Ability to adapt to use new computer packages and programmes	✓		A/I
S7	Effective organisational skills	✓		A
S8	Good IT skills including Microsoft packages	✓		A/T
S9	Attention to detail	✓		A/I
S10	Ability to deal with non-routine issues on own initiative	✓		A/I
Behaviours and Values		Essential	Desirable	To be evidenced by*

B1	Respecting Everyone	✓	
B2	Embracing Change	✓	
B3	Recognising Success	✓	
B4	Working Together	✓	

* **A = Application Form, I = Interview, P = Presentation, T = Test**