

JOB DESCRIPTION

General information:

Title:	Apprentice Medical Secretary
Department:	Paediatrics
Band:	Band 4 Annex
Hours:	37.5 hours a week (full-time)
Job base:	Royal Brompton Hospital
Accountable to:	Lead Nurse, ACHD
DBS checks:	Required

Job Summary

1. To carry out secretarial and administrative duties to provide an efficient and effective medical secretarial service to the care group/division, including the designated consultant(s) and junior medical staff
2. To facilitate provision of information relating to appointments and admission to patients
3. To provide cover for other medical secretaries and secretarial duties within the division

Main tasks & responsibilities

Patient/customer care

- Answer telephone queries and provide non-clinical advice regarding patient care and appointments/admission to patients, Trust staff, referring GPs and consultants
- To act as first point of contact for many patients and members of the general public seeking information and support from the hospital. The post holder must be able to triage the calls appropriately, as well as deal sympathetically with people who may be bereaved, distressed or angry using tact, persuasion and discretion. Assessing priorities and initiating action as required.

Communication

- Liaise with outpatients to arrange appointments for patients and with relevant departments to arrange investigations for patients, and ensure patients are involved accordingly. This can involve multiple bookings for individual patients which require co-ordination
- To liaise with the bed manager/ coordinator to facilitate patient admissions where required
- Liaise with external agencies (coroner, GP, hospitals, DVLA, DWP) and facilitate provision of reports/results from the clinical team
- To assist resolving informal complaints and support the formal complaints process
- Co-ordination of relevant information in the event of a patient death including internal notification of death form, cancellation of future appointments and informing medical records
- Liaise with staff from outreach clinics

Information processing and management

- Type up documents relating to clinical work in a timely fashion. Examples include:
 - Discharge summaries
 - Post discharge letters
 - Clinic letters
 - General correspondence to patients or referrers
- Ensure that appropriate clinical documents and images are uploaded onto Trust systems such as EPR and AGFA
- Use prescribed Trust systems such as winscribe and infoflex to type dictated correspondence
- Type general correspondence/documents/presentations for the consultant in relation to education, administration, research etc
- To file copies of clinical documents (e.g. letters, reports and results of investigations) in patient's case notes
- To file non-clinical documentation
- To track medical records appropriately
- To assist in searching for medical records to support other colleagues
- To update records and register patients on PAS as required

Service development

- Deputise for others and provide cross-cover within the team/division/care group
- Undertake appropriate administration duties on behalf of the directorate when requested
- Provide advice and support to new staff members or temporary staff
- To participate actively in team discussions on business planning and service development of administrative and secretarial systems, including the implications on these systems of changes in clinical practice
- To evaluate and reprioritise own workload in accordance with competing demands from patients, medical staff and others

Resource management

- To maintain diary for the consultant, including arranging meetings and clinical commitments
- To be responsible for the management of meetings including provision of rooms, facilities, distribution of agenda and minute taking
- Inform departments when consultant leave is scheduled, rearrange commitments where possible and assist in arranging cover where required
- Organise travel arrangements for the consultant in relation to clinical duties
- To enter and/or amend patient information onto the waiting list as required
- To monitor choose and book activity and deal with referrals in a timely and appropriate manner
- Manage post/fax correspondence sent to the consultant in a timely manner and ensure appropriate action is taken
- Management of consultant's email inbox, replying and forwarding messages where appropriate
- To report faults with office or IT equipment

Other duties

Any other duties that may be required following discussion with line manager

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder

ADDITIONAL INFORMATION:

Trust Vision

To be a leading international and national centre for treating heart and lung disease, developing services through research and clinical practice to improve the health of people across the world.

Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

Health and safety

You must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety of yourself and others and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

It is the policy of Royal Brompton & Harefield NHS Trust that all people who work for the Trust or, while on it's premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Primary Care Trust services, to ensure that Trust staff patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease. The Royal Brompton & Harefield NHS Trust is a non smoking Trust.

Diversity

You are at all times required to carry out your responsibilities with due regard to the Trust's diversity policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Conflict of interests

You may not without the consent of the Trust engage in any outside employment in accordance with the Trust's conflict of interest policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a

controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position, which may give rise to a conflict between your private interest and your NHS duties.

Code of Conduct For Professionally Qualified Staff Groups

All staff are required to work in accordance with their professional group's code of conduct (eg NMC, GMC, DoH Code of Conduct for Senior Managers).

Criminal Record Bureau Checks (Where Relevant)

Any applicant who is short-listed for this post will be asked to complete a disclosure form as the post-holder will be required to have contact with vulnerable adults or persons under the age of 18. The successful candidate will be subject to a criminal record check from the Criminal Records Bureau prior to the appointment being confirmed. The disclosure will include details of cautions, reprimands, and final warnings, as well as convictions if applicable.

Core behaviours for all Trust staff:

All staff will commit to:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

Infection and Prevention Control

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Confirmed as accurate by post-holder:.....

Date:.....

Confirmed as accurate by manager:.....

Date:.....

PERSON SPECIFICATION

GENERAL INFORMATION

Post: Apprentice Medical Secretary
Band: Band 4 Annex
Directorate: Paediatrics

REQUIREMENTS	ESSENTIAL	DESIRABLE
<u>EDUCATION & QUALIFICATIONS</u>	<ul style="list-style-type: none"> • NVQ 3 or equivalent, plus secretarial experience to gain the full range of skills and knowledge listed • RSA3 or equivalent • AMSPAR level 2 	<ul style="list-style-type: none"> • AMSPAR level 3
<u>EXPERIENCE & KNOWLEDGE</u>	<ul style="list-style-type: none"> • Knowledge and experience of a broad range of medical secretarial skills in a healthcare setting • Good understanding of medical terminology • Previous experience in a medical secretarial role • Understanding of 18 week rules, cancer targets and other targets and procedures 	<ul style="list-style-type: none"> • Previous experience with PAS, SF4, EPR, Inflex and WinScribe
<u>SKILLS & ABILITIES</u>	<ul style="list-style-type: none"> • Audio and copy typing • Advanced use of Microsoft packages, including word, powerpoint and excel • Touch typing with high level of accuracy • Diary and email management • Use of hospital IT systems to produce and store clinical information • Able to communicate clearly and effectively to patients, relatives and carers, both in written and verbal form • Professional telephone manner • Able to communicate within the Trust and to other healthcare professionals in referring Trusts/GP practices • Build effective relationships with other Trust staff in a variety of roles 	
<u>PERSONAL QUALITIES</u>	<ul style="list-style-type: none"> • Able to work effectively as part of a team • Manage and prioritise own workload • Work on own initiative • Respond to conflicting demands and multiple tasks concurrently • Discreet with a good understanding for patient confidentiality issues • Empathy in dealing with distressed patients, relatives or carers • Work in a pressured environment • Ability to concentrate and focus on tasks with frequent interruptions 	