

Job Description

1. JOB DETAILS

Job Title: Medical Secretary (Obstetrics & Gynaecology)

Grade: AfC Band 4

Responsible to: Service Manager, Directorate of Obstetrics Gynaecology and Neonatology

Reports to: Service Coordinator

Location: Jessop Wing, Royal Hallamshire Hospital

2. JOB PURPOSE

Working as a key member of the obstetrics and gynaecology administration team to support the provision of an efficient, high quality and comprehensive secretarial and administrative service to a team of consultants to aid their direct clinical care and their wider non-clinical duties.

3. THE DIRECTORATE OF OBSTETRICS, GYNAECOLOGY AND NEONATOLOGY

The Directorate of Obstetrics, Gynaecology and Neonatology has six main service areas:

- Andrology
- Reproductive Medicine and Jessop Fertility
- General Gynaecology and Urogynaecology
- Gynaecological Oncology
- Obstetrics
- Neonatology

4. DEPARTMENTAL/DIRECTORATE ORGANISATIONAL CHART



5. MAIN DUTIES AND RESPONSIBILITIES

Secretarial and Administration Duties

- To work closely with the medical secretaries to ensure a seamless level of support to all medical and nursing staff within your area of responsibility in line with existing and changing requirements.
- To support a team of Obstetrics and Gynaecology Consultants and the department by undertaking a comprehensive secretarial and administrative service.
- To provide cover for colleagues within the department during their absence, including telephone messages and undertaking any urgent typing for Consultant and Team, and ensuring Clinicians instructions are acted on accordingly.
- To be the first point of contact for patients, relatives, carers, GPs, consultants (internal and external), medical staff, community and nursing staff, administrative staff, other health related bodies such as HFEA, Local CCG's, (in accordance with Trust guidelines), using judgement to establish the validity and priority of the contact.
- To manage own workload efficiently and effectively. Make decisions pertaining to the smooth and efficient running of the department acting independently but where necessary referring problems to the Service Coordinator.
- Be able to work with a degree of autonomy, which comes from experience.
- Work to objectives as set by the service coordinator and deliver the standards required.
- To type patient correspondence and accurately maintain records of patient correspondence.
- To maintain an effective investigation tracking system to actively ensure that all outstanding tests are followed up. On receipt of abnormal results, ensure that they are communicated to the relevant person and follow up is arranged.
- To ensure that patients are managed through their care pathways quickly and efficiently by chasing results and ensuring that outpatient appointments are booked in a timely manner.
- To escalate any possible breaches to line manager.
- To take ownership of individual patient pathways and to make sure relevant comments are added to the relevant Information Services tracking systems on a regular basis.
- To update patient pathways on the patient administration system as and when necessary.
- To liaise with the Clinic Support Team regarding outpatient appointments as necessary.
- To manage Consultant electronic and paper diaries.
- Retrieve notes (via a trolley) from clinic, medical records or other departments. To ensure accurate records of requests, receipt of and transfer of notes are maintained

and to file information correctly in notes. Ensure all movement of patient notes is recorded accurately on the PinPoint system.

- To use Trust computer systems to check and update patient information, access results or other information as requested by medical staff. To file, manage, transfer, and request clerical notes and keep tracing records up to date.
- To ensure that patients are managed through their care pathways quickly and efficiently by ensuring that ATR's are well managed across the secretarial team. To escalate any possible breaches to line manager.
- Manage waiting list and National target pathways in accordance with current guidelines, taking the relevant action required to enable the appropriate targets to be achieved, identifying potential breaches as determined by waiting time initiative targets.
- To ensure that Trust and National COVID policies and procedures are correctly followed.
- Open and date stamp all incoming post and ensure that it is dealt with appropriately.
- Prioritise urgent post and take appropriate action.
- Comply with Data Protection Act 2018, GDPR, HEFA, Access to Health Records Act and related acts, health, and safety procedures. Maintaining a clear understanding of all confidentiality related issues in particular, the confidentiality of all patient data.
- MDT coordination duties as required, including co-ordinating lists of patients to be discussed, gathering information, managing onward referral pathways, and understand capacity and demand in services. The post holder will ensure relevant record keeping within the MDT meeting, preparing, and distributing the MDT agenda, coordinating diary invites, preparing and maintaining related documentation, recording accurate data information and communicating onward actions.

General Duties

- To comply with all relevant data protection and confidentiality legislation and guidance.
- To file medical information in notes or other data systems. To use the Trust's electronic system for tracking all medical records.
- To access the patient administration system to confirm and update information and to use results reporting systems (ICE/PACS) to access investigation results as required by medical staff.
- To be responsible for your personal health and safety and that of others in your work area.
- To participate in all Trust mandatory training including fire training, moving and handling and appraisals.
- Along with the other secretaries, to ensure that the office is fully covered during business hours.
- To undertake any other reasonable duties as requested by Service Manager or Service Coordinator.

- Work flexibly to support the needs of the Directorate in response to internal and external factors.

Supervision

- Act as supervisor for staff providing support, when necessary, e.g., when staff experience problems with work, medical or personal issues.
- Responsible for ensuring work is appropriately allocated to staff daily in order to meet changing priorities and organisational requirements.
- To assist the service coordinator in the recruitment and selection process for new staff.
- Support the induction and ongoing training of staff.
- To carry out staff appraisals in line with STH and Directorate processes
- Monitor sickness and absence record, taking appropriate action in line with sickness and absence policies and undertake welcome back to work meetings. Seek additional input from Service Coordinator if the complexity of the case demands it.
- Authorise and coordinate annual leave ensuring sufficient cover across the service.
- **6. FINANCIAL MANAGEMENT RESPONSIBILITIES (including estimated size of budget)**
- **7. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES (including numbers and grades of staff)**
- Up to 6 WTE at Bands 2-3

8. ASSET MANAGEMENT RESPONSIBILITIES (ie stock, equipment, buildings)

- Requisition of stationery supplies in line with directorate policy.
- The post holder will be accountable for his or her own correct use of personal office equipment, computer, printer, consumables, etc.