

## JOB DESCRIPTION

C1416

<b>JOB TITLE:</b>	Medical Secretary
<b>GROUP/DIRECTORATE:</b>	
<b>GRADE:</b>	Band 4
<b>RESPONSIBLE TO:</b>	Patient Administration Manager
<b>ACCOUNTABLE TO:</b>	Service Manager
<b>LOCATION:</b>	Cross Site/Multiple Locations

### JOB SUMMARY:

To provide an efficient and effective patient administration service to support the Trust's ambition to deliver high quality well co-ordinated care for patients and service users and to support consultants and clinical teams to function effectively, through:

- Actively managing the administrative processes associated with patient pathways and contributing to the effectiveness of clinical teams (including patient experience, patient flow and waiting list management) for specialty teams.
- Co-ordinating, navigating and tracking a caseload of patients efficiently and effectively through their care pathway(s) i.e. outpatients, day case, diagnostics and inpatients from referral to treatment and discharge for specific specialty areas and notifying the patient administration manager of blocks and capacity issues.
- Undertaking a patient advocacy role actively case managing each patient/service users journey (customer relations and key point of contact) ensuring that they have a good patient experience and flow through their pathway efficiently and effectively, including dealing with queries, concerns, complaints, access to healthcare professionals, information on appointments and admission arrangements etc.
- Providing secretarial and administrative support to Consultants and clinical teams to support the delivery of high quality co-ordinated and integrated care including liaison with patients, carers GP's and other service users from health, social and voluntary care settings.

### MAIN RESPONSIBILITIES:

#### PATHWAY CO-ORDINATION AND PATIENT ADVOCACY

To work for a specialty team ensuring that patients episodes (including admissions) from referral to discharge are organised effectively and efficiently so that patients are seen without clinical risk and within agreed timelines and Trust standards, including the safeguarding policy and comply with relevant NHS guidelines and access targets.

To ensure that all actions arising from each patient episode are planned and followed up within agreed timescales and ensure that investigations are actioned and available to each consultant and clinical team when required.

To provide up-to date information to the patient administration manager and / or senior lead regarding the availability of your named consultants to assist with capacity or theatre list management.

To process or undertake the administration elements to enable all service users' needs to be arranged in an order to deliver the 18 week pathway and support the 18 week pathway delivery plan including:

- Typing and proof reading letters
- Ensuring that actions set out in clinical letters are followed up and completed
- Ensuring that consultants act on results
- Updating appropriate systems with patient access information
- Liaising with patient tracker to ensure each individual patient is progressing along the patient pathway.
- Support Clinicians with timely referral triage
- Acting as point of contact for patient and clinician, with the ability to book appointments in trusts approved/standardised manner

To work with a wide range of health and social care stakeholders, to ensure that processes from referral to discharge are actioned within the right timeline.

To assist clinical teams and OPD managers to ensure clinics are efficient and planned effectively.

To make sure that the patient has a positive experience and deal with patient concerns, taking appropriate action to address the concern in real time where possible or escalate to management/clinical leads

To ensure that effective communication is taking place with patients and service users

To ensure that the specialty area is able to meet 18 week / access times, for your speciality area.

To respond to and deliver actions set by the Patient Administrator Manager / elective access leads and standards to enhance the outcomes of patient pathways on behalf of the group consultant/ clinical teams.

To escalate patient pathway blockers with access teams in line with the boundaries of the role

To escalate patient pathway blockers with Patient Administrator Manager on exhausting the scope and boundaries of your role and / or when there are patient complexities that require higher level of access management to prevent patient flow default.

To deal with any submitted paper referrals and implement action by ensuring that these are correctly processed via the appropriate channels within the given standard, i.e. Access Teams.

To work with electronic systems and technology (front and back end speech recognition/digital dictation and electronic patient records) to ensure the proofing and formatting of communications and the dispatching of clinical correspondence related to NHS medical patients is undertaken within the agreed timescales and quality standards.

To work with other administrative colleagues e.g. and access teams, liaising with other departments to co-ordinate the outcomes of investigations/ tests including chasing up results in line with standard operating procedures.

To liaise with various departments, wards, medical staff that need to be involved with the attendance at outpatient clinics and day case and in-patient admission.

To act as a point of contact for patients and trust staff on behalf of the consultant/ care area lead and his/her team ensuring that all queries are answered with skill, sensitivity and in a courteous and professional manner.

To ensure that all changes and cancellations are acted upon, communicated and fed through to the appropriate people.

To provide audio typing, typing or email structuring as appropriate for the needs of enabling pathway flow and patient and service user information purposes.

## **SECRETARIAL AND ADMINISTRATIVE SERVICE**

To support and organise Consultants and clinical teams so that they can undertake their clinical commitments efficiently and effectively.

To devise, type and distribute working rotas, including teaching and on-call rotas for medical teams as required.

To assist in producing national and local performance targets by ensuring word text communications are made available within the prescribed timescales for each speciality care area.

To maintain calendar and diaries (both electronic and manual) on behalf of the consultant, to include the arranging of meetings, both internal and external to the Trust.

To work in flexible and agile settings, using a paper light approach to undertake duties.

To ensure the adoption of administrative best practice, especially in respect of waiting list / patient access targets and continuously approve working practices

To undertake, where necessary secretarial duties, including full audio/copy / typing, (shorthand when required) drafting and letter sign off.

To provide a proof reading, revision, correction of errors and final letter formatting service to clinicians /authors of patient generated letters.

To correct adherence to the utilisation completion and distribution of trust agreed templates for letters of communications and any other trust agreed templates for patient and stakeholder communications i.e. GP.

To receipt, circulate and despatch post, taking action where appropriate by the use of electronic or paper medical records as well as drafting of correspondence.

To maintain individual filing systems on behalf of the consultant and their team, to include correspondence/reports for example relating to medico legal/ complaints, research.

To coordinate, where necessary, the delivery and return of medical records, ensuring they are tracked accordingly. Filing any correspondence in accordance with trust guidelines.

To assist in the coordination of test results, bringing red flags / these to the attention of the consultant/ care area lead within agreed time lines.

To provide some photo-copying, scanning, faxing, email services as appropriate

To provide any regular and ad hoc reports as required.

To provide cover for medical secretarial colleagues for planned and unplanned absences

## **INFORMATION AND GOVERNANCE**

To handle information with sensitivity and maintain confidentiality in respect of type of information obtained at all times.

To retrieve and up-date data/ information into electronic and manual information systems that record patient pathway management/progress/ issues.

To ensure accurate pathway performance is captured and entered into the appropriate systems to fulfil evaluation requirements.

To provide the management team with forecast and trends and developments within waiting list sourcing and providing data when required.

To ensure all patient information is kept confidentially in compliance with the Data Protection Act.

## **SERVICE IMPROVEMENT**

To utilise / cleanse appropriate databases e.g., IPMS, Telepath and other internal database systems and ensure that accurate information is contained within these.

To monitor errors in dictation and formal feedback to medical and non-medical service to reduce risk and ensure workforce development.

## **CONFIDENTIALITY:**

The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

## **HEALTH AND SAFETY:**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

If you are a manager you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

## **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.

## **EQUAL OPPORTUNITIES:**

The trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

## **CONFLICT OF INTEREST:**

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

## **USE OF INFORMATION TECHNOLOGY:**

To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post

## **SAFEGUARDING – CHILDREN/YOUNG PEOPLE AND VULNERABLE ADULTS:**

Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's Safeguarding Policies.

## **INFECTION CONTROL:**

The Trust is committed to reducing the risk of health care acquired infection. Accordingly it is essential that you adhere to all Trust infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and

care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

### **SMOKING:**

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.