

**NHS****Great Ormond Street
Hospital for Children**
NHS Foundation Trust

JOB DESCRIPTION & PERSON SPECIFICATION

Job title: Medical PA - Pulmonary Hypertension Unit

GOSH profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is an international centre of excellence in child healthcare. GOSH is an acute specialist paediatric hospital with a mission to provide world-class care to children and young people with rare, complex and difficult-to-treat conditions.

Together with our research partner, the UCL Great Ormond Street Institute of Child Health, we form the UK's only academic Biomedical Research Centre specialising in paediatrics. Since its formation in 1852, the hospital has been dedicated to children's healthcare and to finding new and better ways to treat childhood illnesses.

Great Ormond Street Hospital receives nearly 300,000 patient visits (inpatient admissions or outpatient appointments) every year (figures from 2018/19). Most of the children we care for are referred from other hospitals throughout the UK and overseas. There are 60 nationally recognised clinical specialities at GOSH; the UK's widest range of specialist health services for children on one site. More than half of our patients come from outside London and GOSH is the largest paediatric centre in the UK for services including paediatric intensive care and cardiac surgery.

Through carrying out research with the UCL Great Ormond Street Institute of Child Health, University of London and international partners, GOSH has developed a number of new clinical treatments and techniques that are used around the world.

The UK's only academic Biomedical Research Centre (BRC) specialising in paediatrics is a collaboration between GOSH and UCL Great Ormond Street Institute of Child Health. We are a member of University College London (UCL) Partners, joining UCL with a number of other hospitals – an alliance for world-class research benefitting patients.

In partnership with six other NHS trusts, we are the lead provider for North Thames Genomics Medicine Centre, part of the national 100,000 Genomes Project.

Great Ormond Street Hospital at a glance



Great Ormond Street Hospital Culture and Values

The Trust has developed the Always Values with our staff, patients and families that characterise all that we do and our behaviours with our patients and families and each other.

Our Always Values are that we are:



Diversity & Inclusion

Here at GOSH, we believe that improving lives for our patients begins with improving how we learn, work and grow as colleagues. So, we're changing. We know that we need to develop a more inclusive culture where everyone feels seen and heard. By growing an ever more diverse workforce, we'll have a greater range of perspectives and knowledge in our GOSH community, meaning that we can provide the children and young people at our hospital with even better care. At GOSH we have opportunities for our staff to engage with colleagues through the following networks: REACH (Race, Ethnicity and Cultural Heritage) ENABLED (Enhancing Abilities & Leveraging Disabilities Network), PRIDE & Women's networks.

Job title	Medical PA – Pulmonary Hypertension Unit
Directorate	Heart and Lung
Band	4
Supervised by	Administration Team Leader
Type of contract	Fixed term
Hours per week	37.5 hours
Location	ZCR, 20 Guilford Street, London WC1N 1DZ
Budgetary responsibility	N/a
Manages	N/a

Main purpose of the job

The post holder will be responsible for providing a high level comprehensive secretarial and administrative support for the Pulmonary Hypertension clinicians/team. The post holder will need to enjoy a busy and varied workload and have the ability to prioritise their duties effectively.

Key working relationships

Internal: Consultants, Junior Doctors, Ward Staff, MDT team

External: Community Teams, Referrers, General Practitioners, Local Hospitals, families

Main duties and responsibilities:

In liaison with the Lead Clinician, manage the UK Pulmonary Hypertension Service.

To liaise with collaborating units in other Trusts and manage a National Specialised Commissioning Team (NSCT) designated UK service. The Trusts include Bristol Children's Hospital, Leeds General Infirmary, The Freeman Hospital in Newcastle-Upon-Tyne, Birmingham Children's Hospital, Yorkhill Hospital Glasgow, and the Royal Belfast Hospital for Children. This will involve:

- Ensuring rapid communication of information between the local Consultant and the team at GOSH.
- Arranging joint clinics between the GOSH visiting team and the local Consultant in each of the Trusts.
- Arranging tele-clinics between GOSH and outside Hospitals.
- Arranging the travel of GOSH staff to these clinics on a bi-weekly basis.

To manage, maintain and be responsible for the national database for the UK Pulmonary Hypertension Service for Children, entering data, retrieving data and preparing quarterly reports to submit to the Department of Health.

To be responsible for tracking the activity and financial status of the service and to ensure that GOSH Trust is remunerated appropriately.

To be responsible for tracking the funding of specific therapies and to ensure that the GOSH Trust is not paying for drugs which ought to be funded by the Primary Care Trust under NSCT agreement.

To be responsible for organising six-monthly meetings between the GOSH team and the responsible Consultants in the principle collaborating Trusts.

To attend the weekly multi-disciplinary meetings as the unit administrator of the UK Pulmonary Hypertension Service for Children. To take the minutes at these meetings and distribute to all parties involved, within the Trust and external agencies.

To be responsible for maintaining diaries and arranging meetings as required by the Pulmonary Hypertension Team.

Administration/Secretarial Duties

To provide the full range of secretarial support to the Pulmonary Hypertension Team. Such support includes accurate and efficient typing of letters, correspondence and reports, presentations, appointments and waiting list, and general filing.

To ensure all referral letters are processed in a timely manner.

To be responsible for the organisation of the outreach clinics undertaken by the Consultant and any other secretarial work resulting from these clinics.

Working alongside the Cardio-respiratory booking office, maintain the Pulmonary Hypertension waiting list on EPIC, ensuring the list is regularly validated and accurately reflects demand.

To arrange new and follow-up appointments and arrange transport as necessary.

To liaise with relevant departments regarding investigations and results.

To cancel clinics and complete appropriate clinic forms and advise all parties.

To organise peripheral clinics including arranging clinic dates, making appointments, filing and arranging admissions for tests/surgery and maintain the peripheral clinics spreadsheet for clinics held by the Consultant.

To oversee departmental projects and implement any new changes required, ensuring staff in the unit are aware of the changes.

To be responsible for routine administration, handling post and ensuring that computer and other office equipment remains in working order and is appropriate to the needs of the office.

To ensure the accurate and appropriate use of the EPIC system to register, make appointments for and code patients.

To work with the Cardio-Respiratory Management Team in line with the Modernisation and NHS Plan in relation to outpatient waiting times ensuring all patients are seen within agreed targets.

Communication

In liaison with clinical staff, establish appropriate working patterns in order to provide an optimum secretarial service and communicate any changes to appropriate staff.

To establish close working relationships with other clinical units in Great Ormond Street Hospital, other Trusts, external agencies to ensure a cohesive and efficient service. Maintain absolute confidentiality regarding patient information to all parties unrelated to their medical care.

Appropriately receive, re-direct and make telephone calls to and from the department as required and ensure, where possible, that telephone calls are diverted to an appropriate person if the office or department is unmanned.

To monitor queries and ensure that they are responded to in a timely fashion.

To ensure that visitors and enquiries to the ZCR office, in person or by telephone, are handled courteously, efficiently and with sensitivity (e.g. with regard to bereaved parents) and that they receive accurate information and appropriate advice.

To deal with enquiries from other hospitals and outside agencies and also enquiries relating to Private Patients and overseas visitors.

General Administration Duties

To know how accurate and timely data collection helps the Trust deliver patient care now and in the future.

To help your team meet its data quality targets by:

- using data reports to correct errors and be aware of ongoing performance. Errors/omissions identified in data quality reports should be corrected within a month, for those data items where it is possible to do so.
- referring to the EPIC business procedures, data dictionary and user guides, all available on the Great Ormond Street Web.

To adhere to the Trust's service agreement procedures and manage the processing of referrals and admissions to ensure that all patient episodes are covered by a service agreement or overseas visitor authorisation.

To assist and support in collating administrative requirements, for example, to collate information relating to quality monitoring of Patients Charter Standards, as requested by the Cardio-Respiratory Management Team.

To carry out general administrative duties such as photocopying, sending and receiving faxes, opening and distribution of post and sending out of correspondence.

To cross cover urgent activities and to deal with telephone enquiries on behalf of one or more administrators/medical PA's during periods of annual leave/sickness absence.

To carry out other relevant duties as instructed by Cardio-Respiratory Management Team which are commensurate with the post and grading.

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

Other information

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

The GOSH Learning Academy (GLA)

Staff education and training influences every stage of the patient journey. Be it the communication skills of the medical secretary planning a patients' stay, the multi-professional team caring for them on the ward, the leadership skills of our corporate and operational teams, or the administrator planning their transport home – each member of staff needs the up-to-date knowledge, skills, and capabilities to provide our patients with exceptional care. We have a number of opportunities for staff available through the [GOSH Learning Academy](#)

PERSON SPECIFICATION

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements. Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

GOSH Culture and Values	Essential	Desirable	Assessment method
Our Always values <ul style="list-style-type: none"> Always welcoming Always helpful Always expert Always one team 	E	D	I/A
For Bands 2-5 roles <ol style="list-style-type: none"> Experience of working as part of a diverse team. Experience of contributing to an inclusive workplace culture. 	E		I/A
Academic/Professional qualification/Training	Essential	Desirable	Assessment method
Educated to GCSE standard or equivalent (including English and Maths)	E		A
NVQ Level 3 or equivalent working experience	E		A
Secretarial Qualification	E		A
Higher Level education qualification in Business administration or Admin NVQ		D	A

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Experience/Knowledge	Essential	Desirable	Assessment method
3 years secretarial/administration experience	E		I/A
Experience of working within a hospital	E		I/A
Experience of establishing/maintaining robust admin systems	E		I/A
Knowledge of requirements of confidentiality and Data Protection.	E		I/A
Knowledge of EPIC and previous NHS experience of working in a paediatric environment		D	I/A
To be able to work as part of a team. Professional appearance and manner		D	I/A
Ability to show empathy to patients and colleagues		D	I/A
Skills/Abilities	Essential	Desirable	Assessment method
Ability to work unsupervised	E		I/A
Excellent communication and interpersonal skills	E		I/A
Ability to prioritise and work to strict deadlines	E		I/A
Willingness and ability to learn new IT skills and technology	E		I/A
Ability to adapt to a changing environment	E		I/A
Ability to use Microsoft Packages to a competent level		D	I/A

Criteria Key:
Review Method:Essential: **E**
Application form: **A**Desirable: **D**
Interview: **I** Test: **T**