

OPERATIONS**JOB DESCRIPTION**

POST	MEDICAL SECRETARY
PAY BAND	BAND 3
RESPONSIBLE TO	SPECIALTY ADMINISTRATION TEAM LEADER
ACCOUNTABLE TO	SERVICE MANAGER
BASE	SCUNTHORPE GENERAL HOSPITAL

ABOUT US

The Humber Health Partnership is one of the largest acute and community Partnership arrangements in the NHS, seeing well over one million patients every year and managing a budget of over £1.3 billion.

Made up of two Trusts - Northern Lincolnshire and Goole NHS Foundation Trust (NLAG) and Hull University Teaching Hospitals NHS Trust (HUTH) - our Partnership has significant ambitions and is committed to delivering world-class hospital and community services for the 1.65 million people we serve.

Together we employ nearly 20,000 staff. Our five main hospital sites are Diana, Princess of Wales Hospital, Scunthorpe General Hospital and Goole and District Hospital, for NLAG and Hull Royal Infirmary and Castle Hill Hospital for HUTH.

As Teaching Hospitals working with the Hull York Medical School, we both lead and contribute to research in many areas - biomedical research, primary care, palliative medicine, cardiovascular and respiratory medicine, vascular surgery, cancer surgery and oncology.

We believe that by developing a diverse, inclusive, innovative, skilled and caring workforce, we can deliver excellent care to our patients and a great future for our employees, our Partnership and our community.

ABOUT THE POST

The post holder will be the point of contact for all administrative issues relating to patients' pathway of care. The post holder will work as part of a team and will provide expertise in the proactive management of the patient pathway from referral to treatment, ensuring the entire pathway is managed smoothly.

The post holder will ensure high levels of patient and clinician satisfaction by being an accessible, customer focussed and knowledgeable point of contact. They will provide a consistent approach across

the Trust, using Standard Operating Procedures (SOPs) to ensure that functions of the role are carried out correctly within given timescales.

DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

Outpatient Pathway

1. Process and log all referrals, including paper and Choose and Book, in line with Trust Access Policy and specialty SOP.
2. Schedule new and follow up appointments with patients with the most appropriate clinician, ensuring that capacity is proactively and efficiently used, and supervising other staff to ensure this is done. Offering choice wherever is possible.
3. Ensure any diagnostic and investigations that are required as part of the patient pathway have been requested, including those carried out at other Trusts and are available before clinic day.
4. Co-ordinate appointments and procedures at other hospitals and organisations, where required.
5. Ensure clinic outcomes are recorded accurately on PAS, including those for offsite clinics.
6. Lead on the completion of clinic cancellation forms and process according to SOP.
7. Reschedule outpatient clinics as requested, in line with waiting time targets
8. Use the Trust's medical transcription system and ensure that urgent letters are processed in accordance with SOP.
9. Liaise with patient records staff, ward clerks and other organisations to ensure all medical notes, referral letters, results and discharge summaries are available for outpatient appointments and consultations, delegating work to other members of the team if/where necessary.
10. Recognise when patients are on cancer pathways and, liaise with Cancer Trackers to ensure patients are handed over appropriately.

Pathway Tracking

11. To use the 18weeks referral to treatment (RTT) access policy to manage all outpatient and elective patient journeys.
12. Undertake validation of the RTT Patient Tracking List (PTL). Investigate and take the appropriate action where pathways are incomplete to ensure that patients are receiving timely treatment and Trust Information is robust.
13. To be responsible for identifying and escalating any issues to the Team leader which compromises delivery of the 18week RTT pathway, e.g. lack of capacity either in outpatients or theatres
14. Ensure inter-provider transfers are timely and that the appropriate paperwork has been completed and sent or received.
15. Liaise with internal and external colleagues to share patient pathway and diagnostic information.
16. Manage and monitor outpatient and theatre scheduling making best use of capacity.
17. Ensure Trust systems are updated with patient pathway status information and that data quality is maintained.
18. Proactively manage the pathway to avoid breaches and take steps to resolve any issues.

Inpatient Pathway (Specialty Specific)

19. Ensure that the Trust agreed Standard Operating Procedures are delivered to patients requiring elective admission to specialty.
20. Ensure details of patients to be admitted are entered onto the relevant electronic systems, recording accurate information.
21. Schedule elective admissions, contacting patients offering them a choice of admission dates and agree with them the date of admission.

22. Book pre-operative assessment appointments within the agreed timescales.
23. Act on outcome of pre-operative assessments in a timely manner.
24. Ensure that appropriate tests and investigations are arranged and completed, with results available before surgery.
25. Liaise with theatres to ensure that specialist equipment is available where needed and that theatre slots are utilised appropriately. Ensure ward, surgery areas and clinical teams are aware of patients who have been booked in for surgery and any special requirements for the admission.
26. In line with departmental protocols, communicate basic clinical information to patients relating to their procedures and treatments, ensuring appropriate distribution of patient information.

General Administrative

27. Use Trust IT systems and specialty databases to ensure relevant and accurate information is recorded.
28. Investigate patient DNAs, communicating the results to the consultants and patient pathway Team Leaders as appropriate.
29. Cancellations – communicate details to the clinician ensuring all information is available.
30. Ensure healthcare records are tracked to the correct location.
31. Handle post according to Standard Operating Procedure.
32. Manage consultant diaries in accordance with Standard Operating Procedures.
33. Undertake general typing duties e.g. references and medical reports.
34. Undertake general administrative duties within your specialty.
35. Provide dedicated administrative support to a named consultant(s) and their team.
36. Ensure all clinical activities are cancelled or reduced during times of planned/urgent leave
37. Provide cross cover within the specialty administration team.
38. Arrange necessary and relevant meetings as requested.
39. Attend meetings for service development initiatives as required.
40. To be able to contribute to specialty improvements and efficient processes.
41. To carry out duties consistent with the post as required by the Team leader.
42. Ensure typed clinic letters are received promptly and that these are processed in line with the standard operating procedure ensuring letters are copied to relevant providers such as Health Visitors, School Nurses.
43. Liaising with external agencies (eg social services, GP's, etc).

Communications/Customer service

44. Demonstrate high levels of customer care and be an ambassador for customer care within the Trust.
45. To be a friendly, sensitive and accessible focus for patient and carer communication, ensuring that all patients have the opportunity to agree their appointment and admission dates.
46. Act as the communication hub for clinical team, other PPCs, GPs, patients and their relatives, as well as internal and external organisations.
47. Promptly answer telephone enquiries, taking and relaying messages in a polite, and helpful manner, taking action as appropriate.
48. Deal with complex queries escalating to the patient pathway team leader if unable to resolve.
49. Ensure interpreting equipment is available when required for patient consultations.
50. Send written confirmation of appointments and admissions to all patients, and offering a reminder as SOP.
51. To be responsible for timely written and verbal communications with patients, clinicians, nursing staff and management.
52. Ensure that all information distributed to patients is accurate and up-to-date.
53. Attend clinics where appropriate to co-ordinate the patient pathway.

54. Assist with induction programmes of new staff within the department.

55. In conjunction with your line manager ensure that you maintain the necessary skills and attend relevant training courses to fulfil your role and keep up with personal development in line with any development in the service.

DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

Whilst the Trust recognises that specific responsibilities fall upon management, it is also the duty of all employees to accept personal responsibility for the practical application of the general policies and procedures of the Trust. You should familiarise yourself with them, and ensure that you understand and adhere them.

You should, in particular, bear in mind the Trust's policies on Health and Safety, Fire Procedures and Equal Opportunities. These are available on the Human Resources Department section of the Intranet.

This job description is not intended to be an exhaustive or exclusive list of duties, but is intended to provide an indication of the range of duties that may be undertaken. The postholder will be required to undertake various other duties that are implicit in the smooth running of the services and in accordance with service developments working on own initiative.

Northern Lincolnshire & Goole Hospitals NHS Foundation Trust reserves the right to modify the job description (in accordance with the grade of the post) and any modifications will be made by mutual consent wherever possible.

The post holder will be subject to a system of Performance Review and Career Development. An individual development plan will be agreed to assist the postholder's personal growth to the benefit of the individual and the Organisation as part of the postholder's annual appraisal.

OUR VALUES



Kindness • Courage • Respect





Our values have been created in partnership with our most valuable asset – our employees. Our values set out a clear statement of our purpose and ambition which is to provide the very best in patient care, all of the time. We recognise that without the shared values driven responsibility that each and every person in our teams have, we could not provide excellent services to the patients that we care for. Crucially we recognise that looking towards the future, we must continue to create a culture that enables and drives our collective values and behaviours as an absolute fundamental foundation for both our staff and the patients that we serve.

ADDITIONAL INFORMATION PERTINENT TO ALL STAFF

Health and safety - Healthcare associated infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring adequate resources are available for you to discharge your responsibilities.

Safeguarding



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The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.

The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager. Out of hours contact should be made with the on-call manager through switchboard.

The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours, by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

Confidentiality

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Northern Lincolnshire and Goole NHS Foundation Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). this duty of confidence is given legal effect by reference to the Data Protection Act 1998 and the 'right to privacy' under the Human Rights Act 1998. It applies to any information which is processed by the Trust (i.e. stored, retained, maintained as a record, amended or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party.

Equality impact assessment

The Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.



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