

Agenda for Change	Version 10
Author: Claire Ackerman	Date: May 2018



Job Description

Job Group (Delete as applicable):	Admin & Clerical
Job Title:	Medical Secretary
Existing Grade:	Band 3
Care Group:	Clinical Support Services
Service Line:	Pathology Summary
Department:	Cellular & Anatomical Pathology
Location:	Derriford
Appraiser:	Jo Ford (Lead Secretary)
Accountable to:	Cellular Pathology Operations Manager
Position Number:	910510
Date:	April 2024

Job Purpose:

1. To provide a comprehensive, efficient and timely Medical Secretarial service to nominated Consultants and to the Department as a whole.

Key Dimensions:

1. To be the primary point of contact for nominated Consultants on a day-to-day basis and to support their activities.
2. To ensure that the Department's output of diagnostic reports is maintained in a timely and quality driven manner.
3. To support the Operations and Technical Services manager where needed

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Organisational Chart

Please refer to the Q-Pulse document HOC001

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PRIMARY DUTIES & AREAS OF RESPONSIBILITY

1. Responsible for the full secretarial and administrative service to nominated consultants and other Departmental medical staff. This will include word processing, filing, touch typing, audio typing and the composition of non-clinical letters.
2. Utilise a wide range of medical terminology and software programmes appropriate to the level of experience
3. Take appropriate action with regard to telephone calls from patients, bereaved relatives, GPs and other agencies using initiative, within the broad guidelines outlined by the consultant / operations manager.
4. Arrange appointments for Inquests and meetings in an efficient and timely manner.
5. Manage and prioritise own workload including the typing of histology reports, cytology reports, post mortem reports, medical reports, requiring extensive knowledge of medical terminology used across all specialities.
6. Undertake the entry of data into the Laboratory Information Management System and diagnostic coding of Histology and Post Mortem reports as required.
7. Ensuring patient notes are available for consultants for Post Mortem and Histology reporting, that reports are filed in the notes before tracing them out appropriately.
8. Maintain an up-to-date diary for the Consultant, liaison with external and internal contacts and organisations as necessary. Make travel and hotel accommodation reservations for consultants.
9. Assist with the improvement and presentation of data collection using appropriate computer software to achieve effective results.
10. Sort and deal with all correspondence, using experience to prioritise. Keep a satisfactory record and filing system to ensure swift retrieval of information.
11. Provide administrative support to Consultant in respect of work relating to teaching, research, NHS medical reports, charities, publications and presentations.
12. Ensure effective communication with all members of multi-disciplinary teams. Create meeting lists and ensure slides, reports and are available in a timely manner for all departmental MDT meetings in the hospital.

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13. Ensure that stationery and other office supplies are maintained at adequate levels to ensure continuous smooth operation of the Office areas.
14. Provide support in respect of Consultants' clinical audit responsibilities.
15. Participate in the training of new or junior Secretarial staff and clerical staff.
16. Provide cover for other medical secretaries /colleagues during annual leave / sickness or at times of peak workloads.
17. Support and enhance the continual quality initiative ensuring a 'quality first' approach to all aspects of work.

COMMUNICATIONS & WORKING RELATIONSHIPS

1. Communicate effectively with the Consultants to ensure that Clinical and Managerial needs are addressed
2. Work collaboratively with Secretarial and Clerical colleagues of all grades to ensure the smooth and continuous operation of Office activity.
3. Liaise with external parties in an appropriate manner to ensure the efficient discharge of the Department's service obligations.
4. Communicate effectively with Patients and their relatives / representatives as required and within the bounds of Departmental and Trust policy.
5. Liaise with the Coroners, Coroners' Officers, Police, GPs and any other professionals involved in the care of Patients.
6. With staff involved in the Bereavement process
7. With Mortuary Staff and other Departmental staff.
8. Staff in other Trusts

OTHER

Provide private patient returns to General Office and the Meavy Clinic

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Word process large numbers of histopathology reports daily, requiring a high level of accuracy and concentration and a comprehensive knowledge of terminology used by all disciplines and specialities throughout the Trust.

Type post mortem reports, some of which can be of a highly distressing nature.

Raise invoices for private work including NHS, Nuffield and Coroner's cases, in order to provide the Trust with extra income.

Liaison with external and internal contacts with regards to tertiary referrals including the return of specimens and slides using Trust policy guidelines.

Send material to other Hospitals for second opinion using the specified Medical Courier Service as per Departmental and Trust policy guidelines. Maintain the associated database to track such activity.

The post-holder will undertake any other duties commensurate with the role and grade for this post..

All Job Holders are required to... THIS PAGE MUST BE INCLUDED IN ALL JOB DESCRIPTIONS

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the *UK Data Protection Act 2018/UK General Data Protection Regulation (UK GDPR)* or "Data Protection legislation."
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.

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- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

All Managers are responsible for...

- Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training.
- Managing attendance in accordance with the Trusts Attendance Management Policy.

All Heads of Departments are responsible for...

- Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

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PERSON SPECIFICATION TEMPLATE

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Competence in audio transcription • Sound proven knowledge of Microsoft Office applications including Word & Excel • Good command of the English language, verbal and written • Demonstrable touch-typing skills 	<ul style="list-style-type: none"> • Previous demonstrable experience in a medical secretarial role • Proven knowledge of iPM • Comprehensive proven knowledge of medical terminology across all Specialities • Good proven knowledge of medical terminology
QUALIFICATIONS	<ul style="list-style-type: none"> • Word processing to OCR Level 3 or equivalent • NVQ Level 3 in Business and Administration or equivalent level of qualification or previous demonstrable experience and competence at a Support Medical Secretary level, having successfully undertaken the full remit of a medical secretary position. 	<ul style="list-style-type: none"> • Audio typing qualifications • CLAIT qualifications
APTITUDE & ABILITIES	<ul style="list-style-type: none"> ▪ Demonstrable oral and written communication skills ▪ Excellent interpersonal skills ▪ Demonstrable organisational skills ▪ Time management skills ▪ Ability to work calmly and methodically when in a busy working environment ▪ To be able to effectively prioritise workload whilst responding to changing demands throughout the day to meet the needs of the service 	

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	<ul style="list-style-type: none"> ▪ To be able to deal with frequent interruptions without compromising service delivery ▪ Demonstrable accuracy and ability to concentrate for several long periods daily ▪ Demonstrable understanding of the need for confidentiality ▪ Demonstrable empathy when dealing with difficult and / or distressed Patients or their relatives • 	
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> • Team worker • Ability to work under own initiative 	
OTHER FACTORS	<ul style="list-style-type: none"> • Ability to deal with the typing of Post Mortem reports, some of which will be very distressing in nature. 	