

Job Title:	Medical Secretary Secretary/ Administrator
Reports to (job title):	Professional Lead for Physiotherapy
Line Manager to:	N/A

Job purpose

The post holder will provide full and comprehensive secretarial and administrative support for all staff in the Community Respiratory Service (IMPACT team), this includes Nurses and Physiotherapists. This will involve taking and producing minutes of meetings, organization of training events and seminars, organizing meetings and appointments, developing and maintaining databases and setting up of administrative systems. This role may also involve the provision of administrative support for specific projects.

Key responsibilities

- To arrange patient appointments. Monitor clinic usage, advising both clinicians and Team Lead of extra clinic requirements/cancellations. Ensure requests for further investigations ie, spirometry and onward referrals are sent to the relevant department in a timely manner.
- To ensure the smooth running of the clinics as appropriate. To prepare for clinics, finding and printing relevant notes from relevant computer systems: referral letters, test results and any other information that may be relevant to the patient's consultation.
- To liaise with all members of the multi-disciplinary team to provide a quality service for the patients.
- Ensure own workload is prioritised appropriately.
- To provide a fast and accurate medical secretarial service, typing clinic letters by taking information from SystemOne, word-processing, emailing, filing, photocopying and the composition of letters when required.
- To provide a first point of contact on a daily basis with both patients and relatives, answering all telephone enquiries, ensuring tact and confidentiality is maintained at all times, taking and relaying messages in a polite and helpful manner and using own judgement to establish the priority of issues and taking action as appropriate.
- To perform the setting up of clinic schedules, templates and booking of appointments using the computer system. To cancel and re-arrange clinics as and when necessary. These clinics include pulmonary rehabilitation and oxygen assessments
- To deal with daily incoming correspondence from GPs and other hospitals regarding patient care using own initiative as appropriate.

Job Description

- To work as part of a team sharing responsibility for the smooth running of the service. Assist colleagues in providing a reasonable level of cover for the work of absent medical secretaries.
- To develop a good knowledge of NHS computer systems including SystemOne, e-referrals, Millennium and Riviam. To be aware of changing technology and undertaking IT training as and when necessary.
- To be responsible for validating the Oxygen invoice in conjunction with changes made to O2 prescriptions by O2 nurses and the hospital.
- To manage the Home Oxygen email account, managing all new referrals.
- To record all new HOOF confirmations onto patient notes.
- To work along-side the physiotherapists arranging, planning and organising pulmonary rehabilitation.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Job Description

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Experience of working in a customer / patient focused environment
- Experience of working in a pressurised environment
- Being able to 'multi-task'
- Be able to prioritise effectively to meet deadlines
- Knowledge of good office & administrative practice
- Computer literate: able to use Microsoft Word, Email, Excel and other Office applications to maximise the efficiency of the office.

Desirable

- Experience as a medical secretary
- Previous NHS or independent health sector secretarial /administrative experience.
- Knowledge of hospital databases. TDS. ULTRA. PAS, CHOOSE & BOOK etc

Employee signature

Manager signature
