

Job Title:	Medical Secretary
Reports to (job title):	Team Leader
Line Manager to:	N/A

## Job purpose

At HCRG Care Group, our approach to delivering healthcare services is innovative, refreshing and above all caring. We are committed to putting patient care first and we are looking for dedicated professionals who share our values and our passion for delivering quality care.

Based at Paulton Hospital, Paulton, B&NES, you will work with our non-clinical team of Admin colleagues and Care Coordinators that provide exceptional, consistent levels of service to both our patients and our clinical teams to achieve high levels of satisfaction via the telephone and IT systems.

## This post is responsible for

- Monitoring and responding to emails in the group email inbox.
- Deal with referrals by phone, electronic system, or email and directing these referrals to the relevant professionals and dealing with any incorrect referrals at source.
- Audio typing of letters for processing via e-referrals onto secondary care providers
- Sending out routine clinic letters via the appropriate clinical system
- Recording, Monitoring and distributing clinical diagnostic reports in a timely manner
- Prepare referral documentation. Carry out call backs to referrers or the public where necessary to ensure appropriate information is obtained to ensure a high-quality referral.
- To record all calls and referrals accurately for Service Users and Carers on various client information systems, following the agreed procedure. To ensure that these referrals are allocated to the appropriate team, and to ensure these records are confidential, but readily available to clinicians.
- Provide a signposting service to the public with information on VCL Services and alternative services provided by other statutory and voluntary agencies Work to rules and protocols to book planned clinical appointments ensuring patients are seen within any contracted waiting times.
- Collating and sending information and appointment letters to patients in respect of booked appointments.
- Rescheduling appointments cancelled by patients or the organisation where required by the clinical teams.
- Book and schedule routine/urgent patient appointments where required by clinical teams.

- Producing and distributing information for cascade when required
- Ordering of routine goods and services to support the service
- Provide support around incoming and outgoing written correspondence from the organisation (letters/emails)
- Production of documents in Word and Excel,
- To fully support the development and transformation of the MSK HUB B&NES CCC.
- raise any concerns and/or issues with Team Leader
- Be logged in to all relevant systems and ready to start work at scheduled shift start time.
- Work within teams and support colleagues as subject matter experts
- Attend 1-1s, team meetings and raise any issues with managers in a timely manner
- Keeping up to date on mandatory training such as Information Governance and Safeguarding.
- Follow HCRG Care Group Policy and local SOPs
- Promote resilience within the team
- Follow schedule set out for lunch and rest breaks
- Raise any issues and training requirements with Team Leader
- Handle all referrals and calls in line with HCRG Care Group guidelines, processes and SOP's
- Prioritise own workload where appropriate
- Ensure all information recorded on any / all systems is factual and accurate
- Report any issues with estates, telephony and technology in a timely manner
- Report any incidents and complaints in line with relevant policies
- Treat all colleagues and customers with respect and in line with HCRG Care Group

## 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"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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.

## 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 interacting with patients and/or customers.
- IT literate; familiar with Windows applications and Microsoft Office Packages.
- Able to convey information in a clear, concise, warm and professional manner
- Ability to work as part of a team and liaise with people of all levels
- Ability to assess risk and operate with appropriate discretion
- Strong organisational abilities
- The skills and drive to support delivery of quality service

### Desirable

- Exposure to medical practice / healthcare environments and systems
- Knowledge of national rules for NHS data capture (e.g. Referral to Treatment)
- Professional telephone experience
- Experience working to targets
- Knowledge of local services
- Experience of person-centred planning
- Previous team leadership experience

### Other requirements:

The Care Coordination Centre is currently open **08:00 until 18:00 Monday to Friday**. The post holder will be expected to support these extended working hours on a rota basis.

### Employee signature

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### Manager signature

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