



Hampshire Hospitals
NHS Foundation Trust

Application & Recruitment Pack



**LIFE CHANGING
CHANGING LIVES**

hampshirehospitalscareers.co.uk

Welcome from Chief Executive Officer Alex Whitfield



Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

COMPASSION caring about our patients and our staff

ACCOUNTABLE and responsible, always improving

RESPECT for all colleagues, patients and their families

ENCOURAGING and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

Job Description

Job Title	Speciality Administrator
Department	Specialty Medicine
Division	Medicine
Salary Band	Band 3
Accountable To	Band 4 Speciality Coordinator
JOB SUMMARY	
<p>Providing a competent administrative service and will be required to have a robust knowledge of the outsourcing process. The post holder will need to ensure the efficient delivery of the administration tasks.</p> <p>The post holder will also be required to support the specialty Coordinator and wider clerical team within the service and deputise for the Speciality Coordinator as and when required.</p>	
KEY RESULT AREAS/RESPONSIBILITIES	
<ul style="list-style-type: none"> • Upload clinical and administration dictation onto the Transcription system and file transcribed notes to ensure compliance with note tracking process. • Record receipt of medical notes. • Continually prioritise returned files ensuring that letters on the Transcription database are checked for accuracy by listening to the voice file. Ensuring that any corrections are made and confidential patient information is inserted where needed. • Update the HHFT transcription system as and when needed. • Ensure that letter is correctly set out, making any adjustments as necessary to ensure minimal paper wastage. • Relay any transcribed information relating to on-going patient care to the Specialty Coordinators or relevant staff member to ensure these instructions are actioned. Amend the patient letter appropriately before printing and despatching. • Print and ensure that letters are signed by Consultant adhering to strict deadlines and timescales. • Ensure that copies of all letters are filed in relevant health records in an efficient and timely manner. Check that the patient and clinic lists match. • Ensure medical notes go to the appropriate place, following the information in the patient's letter. • On a regular basis alert the specialty coordinator of any issues regarding quality and performance of your assigned workload. • Ensure letters, clinical reports, diagnostic test results and other notes are filed in the correct patient medical records. 	

- Cover clinic preparation clerk post as required
- Track the medical notes out to the appropriate department.

Admin Support to Speciality Coordinator responsibilities

- To arrange special investigations and action other issues arising from clinic appointments, ensuring that all tasks are dealt with in order according to their urgency
- To ensure patient referral letters, clinical reports, correspondence, investigation results etc are available for preparation of clinics.
- Take minutes of formal meetings and disseminate to the wider team, as appropriate.
- Responsible for ensuring that the national and Trust 'Referral to Treatment' (RTT) timescales are adhered to. These duties will include:
- Monitoring referrals awaiting status application by consultants and take appropriate action to ensure this process is not delayed.
- Taking appropriate action to ensure that requests for diagnostics and follow-up appointments are processed according to RTT timescales.
- Full compliance with trust Access Policy – i.e. The Specialty Coordinator will also operate a failsafe system whereby every patient is regularly reviewed and monitored to assess where they are in their appropriate pathway e.g. timescale for referred tests and procedures, chasing departments if necessary for results.
- Monitoring the patient pathway to ensure patient care is managed according to RTT and Trust Access Policy.
- Responsible for compiling elective and non-elective theatre lists with the wider clinical team. Informing patients and/or carers of procedure dates and pre assessment requirement in a timely manner.
- Remove patients from the waiting list where indicated using guidance in the Trust Access Policy.
- Regularly investigate and the information on the patient list against requirements of the Access Policy, taking action where necessary and recording all outcomes.
- To maintain an accurate and current filing system, ensuring letters, clinical reports, diagnostic test results and other notes are filed in the correct patient's medical records. This may include photocopying various documents and patient records as and when required.
- To ensure all correspondence is processed promptly and accurately from audio and verbal instructions within 5 to 7 days. This work may be delegated to the Specialty Assistant but it is the responsibility of the Specialty Coordinator to ensure quality of the output.
- To be responsible for supporting the Specialty Coordinator to help ensure the efficient running of the service.
- To deputise for the Specialty Coordinator on a regular basis.
- To implement changes to policies and working practices.
- Adhere to the Trust Access Policy, providing necessary information to the Specialty Coordinator in order to achieve Trust targets.
- Participate in the set-up of new services and procedures.
- To work together with the Clinic prepping clerks for the pulling of patients information, correspondence and results etc for the outpatient clinics.

- To obtain patient notes for Consultant and Specialty Coordinator as required.

CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS

- To ensure all telephone and verbal enquiries from patients, public and staff in a polite, sympathetic and courteous manner

COMMUNICATION

- To liaise with management over monitoring and management of the targets and capacity issues when appropriate.
- Maintain high level of communication within the management team when appropriate.
- To communicate with clerical staff to ensure that clinics have patient notes, referrals, results and any other information are available to Consultant
- Communicate and liaise with medical, nursing and clerical staff across the Trust and GP surgeries and other hospitals
- Participate in Trust and team meetings
- To be effective, clear and accurate when using all forms of communication throughout the Trust
- Work in partnership with all healthcare professionals, maintain effective communication that benefits patients' well being
- Work independently making decisions within own role with minimum supervision
- To liaise with specialty coordinators and admin lead over issues with the transcription service targets/policy.

PLANNING AND ORGANISATION

- Plan, organise and manage own workload adhering to standard operating procedures.

BUDGETARY AND RESOURCE MANAGEMENT

- To promote effective and efficient use of department and Trust resources.

TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES

- To be responsible for keeping up to date with mandatory training.
- Train and supervise new or bank/agency staff, in the same job role.
- Responsible for ensuring IT skills are up to date including Word packages, spreadsheets, Database entry, email, internet and intranet.
- Responsible for updating knowledge of medical terminology as required.
- Attend meeting on behalf of band 4 when required.
- Maintain suitable level of expertise in the use of PMS/Patient Centre.

TRUST VALUES

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:

- **Compassionate, caring about our patients.**
- **Accountable and responsible, always looking to improve.**
- **Respectful for all and show integrity in everything.**
- **Encouraging and challenging each other to always do our best.**

ADDITIONAL INFORMATION

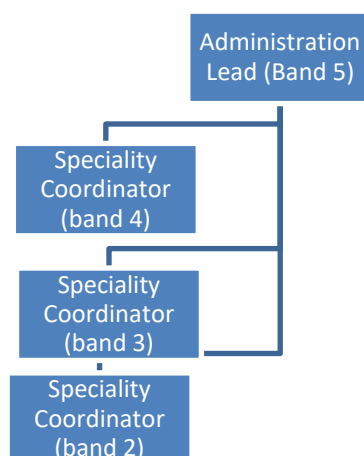
This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A to this Job Description and Person Specification details key information you should be aware of.

ORGANISATION STRUCTURE



Person Specification

Job Title: Speciality Administrator	
Training & Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Good standard of general Education including English Language, maths of GCSE to grade C or • Customer Care Training or NVQ3, Diploma or • ECDL Certificate or • Working to the equivalent standard 	<ul style="list-style-type: none"> • Diploma of medical secretaries Formal or Secretarial / senior administration training or relevant experience
Experience & Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Experience of working with IT systems e.g. Word/Excel/Access/ Powerpoint • Experience of being in a busy environment • Experience of adhering to targets • Experience of organising own work 	<ul style="list-style-type: none"> • Experience of working in an NHS environment or public sector • Knowledge of medical terminology
Skills & Ability	
Essential	Desirable
<ul style="list-style-type: none"> • Good verbal and written communication skills including excellent telephone manner. • Problem solving skills and using own initiative • Experience of a variety of computer systems including data entry, word processing, data analysis • Excellent Interpersonal skills allowing effective communication between all internal and external customers. • Ability to work to tight deadlines and stay calm under pressure • Ability to analyse complex situations and make appropriate decisions 	

Other Specific Requirements	
Essential	Desirable
<ul style="list-style-type: none"> • Flexibility and adaptability to changing situations. • Friendly and approachable manner. • Ability to act diplomatically and sympathetically, maintaining confidentiality at all times. • Ability to work in a Team as well as on own initiative. • Self-motivated • Ability to empathise with people in difficult situations • Ability to empathise with people in difficult situations • Well organised, able to prioritise and to take responsibility • Ability to deal with frequent interruptions that may require being called away. • To undertake any in-house training that is required. 	

Post holders signature: Date:

Managers' signature: Date:

Appendix A

ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality & Safety

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust.

The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting & Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

Governance and Risk

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Safeguarding

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

MCA

All employees are required to have regard for the Mental Capacity Act code of Practice, regardless of their role within the organisation. Employees are responsible for ensuring that they use the Act as appropriate in the course of their day to day duties. Training is available to staff, as are materials to help support employees to embed the provisions of the Act.

Training & Personal Development – Continuous Professional Development

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

Climate Action and Sustainability

- Green Plan: Ensure that the role and working practices contribute to the implementation of the Trust's Green Plan.
- Carbon emissions: Use the most sustainable and lowest carbon ways of working.
- Sustainability: Wherever possible reduce waste and maximize recycling. Phase out single use plastic items and switch to re-usable ones, where appropriate.
- Procurement: Where goods and services are procured, that the most sustainable items with the lowest carbon impact are selected.
- Digital: Maximize the use of digital solutions and reduce use of paper, where possible.
- Care Pathways: Streamline care pathways and reduce patient travel, where clinically appropriate.
- Adaptation: Identify ways to mitigate the risks of climate change and take steps to adapt, where needed (e.g. to stop buildings from overheating.)