

OPERATIONS

JOB DESCRIPTION

POST	ASSISTANT MEDICAL SECRETARY
PAY BAND	BAND 2
RESPONSIBLE TO	PATIENT PATHWAY TEAM LEADER
ACCOUNTABLE TO	SERVICE MANAGER
BASE	SCUNTHORPE GENERAL HOSPITAL/DIANA PRINCESS OF WALES 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 (NLG) 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 NLG 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 assist the Medical Secretary in delivering an effective and efficient support service to specialty administration teams, to assist in the provision of quality patient care. This will include general clerical and administrative duties that support the administrative elements of the entire patient pathway.

The post holder will have skills in all areas of administrative functions to enable them to support the patient pathway, using Standard Operating Procedures (SOP's) 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. Assist in ensuring 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. Reschedule outpatient clinics as requested, in line with waiting time targets
7. 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.
8. Recognise when patients are on cancer pathways and, liaise with Cancer Trackers to ensure patients are handed over appropriately.

Pathway Tracking

9. To use the 18weeks referral to treatment (RTT) to assist in the management of all outpatient and elective patient journeys.
10. Undertake validation of reception data.
11. Escalating any issues to the medical secretary which compromises delivery of the 18week RTT pathway, e.g. lack of capacity either in outpatients or theatres
12. Ensure inter-provider transfers are timely and that the appropriate paperwork has been completed and sent or received.
13. Liaise with internal and external colleagues to share patient pathway and diagnostic information.
14. Ensure Trust systems are updated with patient pathway status information and that data quality is maintained.

Inpatient Pathway (Specialty Specific)

15. Work in line with the medical secretary to ensure the Trust agreed Standard Operating Procedures are delivered to patients requiring elective admission to specialty.
16. Ensure details of patients to be admitted are entered onto the relevant electronic systems, recording accurate information.
17. Schedule elective admissions, contacting patients offering them a choice of admission dates and agree with them the date of admission.
18. Book pre-operative assessment appointments within the agreed timescales.
19. Act on outcome of pre-operative assessments in a timely manner as guided.
20. Assist in ensuring that appropriate tests and investigations are arranged and completed, with results available before surgery.
21. Support the Medical Secretary as necessary in liaising 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.
22. 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

23. To be responsible for the timely processing and distribution of all incoming mail in accordance with the standard operating procedures.
24. Ensure all letters, faxes and documents received into the area of work from whatever source are date stamped upon arrival and processed according to standard operating procedure.
25. To support Medical Secretaries with printing documents from a variety of systems, including medical transcription system.
26. Check that all printed clinic and appointment letters are complete and accurately addressed, and escalate any that need correction to the medical secretaries.
27. Assist the medical secretaries to ensure all health records and diagnostic results are available for each patient at the beginning of the clinic session.
28. Ensure all relevant documents are filed in patients' healthcare records according to local standards for turnaround time.
29. Ensure all health records are tracked both in and out of the department at all times.
30. Ensure healthcare notes are filed and stored within the department according to standard operating procedures.
31. Retrieve health records as requested by members of the team.
32. Book and reschedule patient appointments as directed.
33. Respond to emails about appointment queries as directed.
34. Support with providing information for booking services for patients e.g. interpreters.
35. Deal with straightforward queries using electronic systems available, escalating more complex queries to the medical secretary for investigation.
36. Ensure adequate stocks of stationery, supplies and forms are maintained and used cost effectively within the department, liaising as appropriate with the team leader when stocks need to be replenished.
37. Participate proactively in projects and service improvements as required.
38. Assist with induction programmes for new staff within department.
39. To work as an effective team member.
40. To contribute to the production and updating of patient information and other useful resources.
41. To present a professional image at all times to ensure that good communication and customer service is maintained with all patients and colleagues.
42. In conjunction with your line manager ensure that you maintain the necessary skills and attend any relevant training courses to fulfil your role and keep up with personal development in line with any development in the service.
43. Liaising with external agencies (e.g. social services, general practices etc).

Communications/Customer Care

44. Deal with telephone queries promptly and efficiently.
45. Ensure comprehensive information is captured when taking messages for other members of the team.
46. Deal with complaints from patients, primary care and other staff, resolve where possible or refer onwards to senior members of the specialty admin team.
47. Collect data as required to assist with audits of service provision.
48. Maintain information on databases and/or departmental spreadsheet by timely input of data.
49. Ensure data quality and accuracy of any information entered into information systems is maintained.

50. Ensure all patients and colleagues are treated courteously at all times in line with customer care standards and Trust values.
51. Maintain excellent communication between patients, nursing staff, clinicians and other members of administrative and multi-disciplinary team at all times.

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

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.