

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Immunology and Allergy Medical Secretary
Band:	4
Base	Royal Surrey County Hospital
Department / Portfolio	Pathology Admin Office
Reports to:	Specimen Reception & Pathology Admin Manager
Accountable for	N/A

2. JOB PURPOSE

The secretary works within the Immunology and Allergy Office team who provide a comprehensive administration and secretarial service to the Consultants, Junior Doctors, Scientists and their teams within the Pathology Specialty of Immunology.

2.1 JOB SUMMARY

To provide a full range of medical secretarial & personal assistant service to consultants and their team.

Manage own workload, demonstrate efficient organisation and oversee the smooth effective operation of the office.

To work autonomously within a team; providing full organisational support to the consultant's practice and their team.

To ensure procedures and working practices are in place so that the Specialty and Trust can deliver a service that meets the standards and targets that have been set.

To provide a considerate, patient focused service in all dealings with patients and with staff around the hospital and throughout the whole system.

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

1. To undertake a full range of secretarial duties for consultants and their team.
2. To produce and forward all patient letters, and other correspondence in line with current standards using audio typing and/or dedicated software.
3. To deal with all post, faxes, e-mails, results etc on a daily basis and prioritise as necessary to ensure consultants and their team are aware of urgent results and information.
4. Take responsibility for all manual referrals; liaise with the appointment centre staff and other coordinators such as specialist nurses and cancer MDT coordinators, other nursing and medical staff to ensure new referrals are promptly seen/treated in line with the current guidelines.
5. Make appointments as required.



6. Prepare relevant notes, results and scans for clinics. Use initiative to obtain missing details, results and x-rays.
7. To understand the full patient pathway, and the impact of local decisions on this pathway by having thorough knowledge of working practices, medical treatments, associated speciality(ies) and departments.
8. Understand and work to achieve the national and local standards and guidelines for patient care (e.g. two week wait rule, inpatient and outpatient waiting targets, targets for investigations, turnaround times for correspondence, 62/31 day cancer targets, etc);
9. To play a key role in establishing and implementing local policies and procedures that ensure working practices meet the above standards/targets and is centered around the Patient
10. Take responsibility for amending a patient's pathways wherever possible and escalate as necessary.
11. Understand the implications of Patient Choice and electronic booking and proactively manage changes that will need to be incurred in the speciality.
12. To be aware of funding arrangements and ensure funding is confirmed for patients out of area / out of contract, in close liaison with general/speciality manager and PCT Liaison offices.
13. To make arrangements relating to patient admissions in liaison with admission staff, diagnostic departments and transport desk as required.
14. To take all telephone calls from patients, relatives, members of the public and other professional organisations in an efficient, tactful and compassionate manner.
15. Listen to and manage patient concerns. This involves listening to and as far as possible resolving situations that can be highly distressing to patients/relatives who may be upset, angry or concerned.
16. Provide information to patients as agreed with the consultant, and in close collaboration with the team.
17. Understanding of the complaints procedure and use of initiative to resolve complaints from patients and any other individuals as far as possible. Escalate outstanding concerns as required.
18. Manage the implications of annual leave, organise the amendment of clinics, other fixed commitments and arrange cover for consultants during their absence.
19. Provide a comprehensive personal assistant service to consultants. This may involve diary management, arranging meetings, travel and conference details as required.
20. Regulate out-patient clinics as required.
21. To maintain efficient filing and information tracking systems to ensure continuity of care, including electronic case note tracking.
22. Send out information leaflets where appropriate and provide telephone information/advice to patients as agreed within the team and in accordance with guidelines.
23. To utilise the Trust's Patient Administration System (APAS) and other information systems (e.g. WinPath) as required. Ensure patient information has been entered correctly and amend as necessary.
24. To provide cross cover for other secretarial staff as required.
25. Supervise and train agency and bank temporary staff and provide appropriate checks to ensure that standards are maintained.
26. Day to day supervision and training of medical secretarial staff and/other clerical staff.
27. Support the induction of junior doctors associated with specialty
28. Collect and capture audit data as required.
29. Assist General / Site / Office Manager or Consultant with statistics and information requirements on spreadsheets and power point presentations.



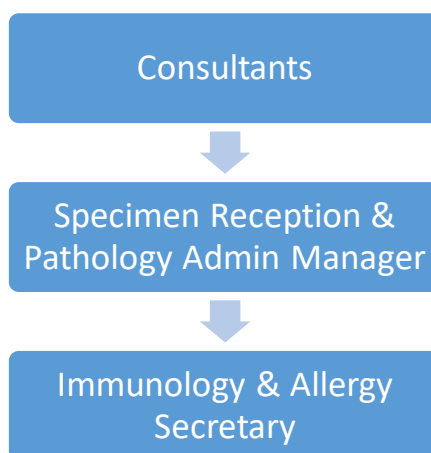
- 30. To liaise with other departments within the RSCH, liaise and co-ordinate with GP practice staff and staff in other hospitals as necessary.
- 31. Be willing to adjust own working practices and support speciality wide and trust wide changes that will occur e.g. as a consequence of implementation of Connecting for Health (CfH), the national programme for IT. (This may require further training).
- 32. Ensure that the supply of stationery and office equipment is well maintained minimising unnecessary waste. Take responsibility for ordering stationary.
- 33. Attend and contribute to specific working groups and policy forums (e.g. Trust Secretarial Group, Patient and User Involvement Strategy Group, Patient Line of Sight Teams).
- 34. Agree individual Personal Development Plan with line manager
- 35. To organise meetings and take minutes at specialty/department meetings. To arrange venues, refreshments and travel for seminars/conferences.
- 36. Any other duties appropriate to the grade and nature of the post.



4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
Medical & Clinical Teams BPS Managers & Senior Staff Scientists & Senior Laboratory Staff Nursing Staff Outpatient's Department Secretarial & Administration Team Ward Clerks, Receptionists Appointment Centre MDT Representatives Medical Records Patient Advice and Liaison Service	Consultants, Scientists, Senior Staff & Managers at other BPS Sites Patients, Relatives & Families GP Surgeries External Hospitals External Companies (Prescribe)

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Management

To be responsible for the self- development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post

Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in



accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work;
 - To co-operate in meeting the requirements of the law.
- All staff must have an understanding of the Trust's Health and Safety policy and be aware of the responsibilities associated with this.
- All staff must adhere to the Trust's Infection Control Policies and maintain the standards laid down in those policies, complying with dress codes and hygiene codes in all clinical areas.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.



Infection Control

Infection Prevention and Control is the responsibility of all Trust staff.

All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

Our Mission

Together we deliver compassionate, safe care every day.

Our Vision

To provide nationally celebrated, community focused health and care.

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Immunology & Allergy Medical Secretary

BAND: 4

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assess- ment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		
Share information openly and effectively with patients, staff and relatives	√		
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
Good general standard of education to GCSE level or equivalent including English	√		A/I
RSA II or equivalent in word processing / audio typing RSA III, Medical secretarial qualification (BSMS Certificate) or equivalent			A/T
Knowledge and Experience			
Demonstrate ability to prioritise workload and to adapt effectively to changing priorities.	√		I/T
Experience of establishing and maintaining effective filing systems		√	A/I
Knowledge of Pathology Laboratory Information System (WinPath) or similar.		√	A/I
Experience of working in a busy environment	√		A/I
Experience of dealing with the general public	√		A/I
Extensive experience in a medical environment, with at least some working as a medical secretary		√	A/I
Experience of working in a large, complex organisation and a multi-disciplinary environment.	√		A/I
Experience in using patient administration systems	√		I
Awareness and understanding of NHS issues		√	I
Experience of mentoring, training or supervising others		√	A/I



Skills and Capabilities			
Demonstrates an ability to prioritise workload, adapt effectively to changing priorities and direct activities of others	√		A/T
Working knowledge of the Trust Patient Administration System (Cerner (SCC))		√	A/I
Advanced keyboard and audio typing skills	√		T
Broad knowledge of medical terminology		√	T
Detailed knowledge of patient pathways and advanced medical terminology in Immunology & Allergy		√	I
Excellent spelling and grammar	√		A/T
Excellent telephone manner		√	T
Working knowledge of a range of software packages, e.g. MS Word, Excel and PowerPoint	√		A/T
Knowledge of basic anatomy and physiology		√	A/I
Ability to problem solve when chasing results, arranging appointments.	√		I
Planning Skills demonstrated with capability to plan over short term to meet agreed patient pathway deadlines.	√		I
Ability to act independently, working to occupational policies.	√		I
Ability to make decisions, when required, when working to tight timescales.	√		I
Thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems	√		A/I
Personal Attributes			
Patient focused	√		A/I
Adaptability, flexibility and ability to cope with uncertainty	√		A/I
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		I
Ability to remain calm and objective and work well under pressure	√		I
Effective organiser with excellent prioritisation skills	√		A/I
Proactive and flexible attitude	√		I
Professional calm and efficient manner	√		I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals		√	A/I
Attention to detail	√		A/I
Ability to work independently and as part of a team	√		A/I
Highly motivated with ability to influence and inspire others		√	I
High level of Initiative	√		I
Well organised and methodical	√		I
Ability to work independently	√		A/I
Ability to diffuse difficult situations and handle sensitive situations with tact and diplomacy	√		A/I