

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Medical Secretary, Castle Place Practice |
| **Reports to**  | Lead Medical Secretary |
| **Band**  | Band 3 |
| **Department/Directorate**  | Community Directorate |

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| **JOB PURPOSE**  |
| * To provide a full and efficient secretarial and administrative service to GPs, clinical and practice teams. This will include audio typing of referrals, completion of tasks, responding to queries from patients/clinicians/third parties, facilitating electronic referrals and cascading reports to clinical staff. Ensuring all 2ww referrals are dealt with promptly and safety netting patients by text or letter informing them of referral.
* To ensure patient confidentiality and data confidentially of information is always maintained in line with current GDPR guidelines.
* To provide a point of contact for patients either face to face, by email/letter, text, answering queries regarding referrals, insurance reports, SARS, referrals using outside agencies and private referrals.
* To provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy.
* To ensure the professional image of the Practice and the Trust is maintained at all times.
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Producing referrals and processing reports and correspondence etc as required by the GPs, associate doctors, locum GPs, nurses and other medical/practice staff including clinical pharmacists, paramedics, in-house physio, practice mental health worker, ANPs, trainee GPs and social prescribers. Some rewriting of referral information sent by clinical staff in note form. Assisting clinicians with additional information required in referrals.
* Recording referrals, reports and correspondence in patients’ clinical record.
* Processing tasks including using the clinical system for electronic referrals (ERS), processing referrals and monitoring any rejections/returned advice and deciding on appropriate action. Urgent and 2ww referrals to be prioritised.
* Processing Radiology, Physio and other agency requests. Advanced knowledge of referral pathways and their limitations to avoid rejected referrals and discussing with/or informing clinicians of any rejection reasons.
* Completing correct proformas for each individual referral and entering all necessary information, including necessary clinical information – holding back referrals with incomplete information and sending when complete. Collating extra information required for certain referrals prior to processing, ie bloods and ending photos to certain specialities who use the Advice and Guidance pathway with photography – particularly Dermatology. Saving all photos onto clinical system.
* Process Firearms applications, taking payments from patients. Producing invoices/receipts when necessary.
* Subject Access Request processing and Processing insurance reports via electronic system and invoicing and chasing outstanding payments.
* Processing SR1 forms for patients to claim special benefits for terminal illnesses and invoice.
* Processing emails, gauging if they need clinician input and saving to clinical system.
* Processing Coroners’ reports and replying within time frames.
* Advising patients, often face to face at the surgery, and dealing with queries eg chasing hospital appointments/referrals, expediting referrals if necessary, chasing medical/insurance reports, subject access requests etc.
* Contributing to periodic audits as required
* Use of computer systems including EMIS, ERS, MyCare, email, Excel including copying and inserting large blocks of text accurately.
* Ensuring accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy and maintaining health records and patient files in line with Trust Health Records Policy and ensuring any information loaded to the clinical system is hidden from patient view if this could cause harm.
* Responding to complaints where appropriate, escalating to Line Manager if unable to resolve .
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility:  As listed.No. of Staff reporting to this role: 0 The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include face to face contact, verbal, written and electronic media. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Practice Manager
* Operations Manager
* Lead Medical Secretary
* Administration Lead
* Reception Lead and reception team
* Care Co-ordinators
* Administration and secretarial teams across the Trust
* Out patient teams within the trust
 | * Patients and relatives/carers
* Devon Referral Service
* NHS Right to Choose
* Medical Insurers
* Coroner
* Social Services
* Police/Firearms Licensing
* Schools
* Councils
* Third Parties
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| * Clinicians – including GPs, Nurses, ANPs, HCAs, clinical pharmacists, paramedics, GP trainees, physios, mental health workers, social prescribers, community mental health teams, mental health services.
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| **ORGANISATIONAL CHART**  |
| Practice ManagerOpera**tions Manager**Medical Secretarial Team LeadLeadMedical SecretaryMedical Secretary |
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| **FREEDOM TO ACT**  |
| * The post holder decides how results are best achieved, partly guided by standard operating procedures.
* Post holder responsible for managing own workload in order to ensure that patient safety is not compromised. Work is managed, not supervised. However personal initiative required to ensure patient safety adheres to Trust targets.
* Responsible to following departmental and Trust policy and procedures.
* Possess the ability to work as part of a small team and ability to work on own initiative and alone.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Communication regarding difficult or sensitive matters, complex communication with people on complex matters on a regular basis.
* High degree of interpersonal skills necessary to liaise with a wide range of practice and hospital personnel: consultants, clinicians, administration staff, ANPs, HCAs, clinical pharmacists and others orally, in writing or electronically in a professional and courteous and tactful manner.
* Deal with telephone queries in a polite and courteous way and to answer telephone calls and take messages from other phones within the practice as needed.
* Contact with patients regarding non-clinical information and requesting further information to be provided.
* Wear hospital ID badge at all times.
* Often necessary to deal with difficult and sensitive information and to avoid revealing new clinical information that patients may not yet be aware of.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * A high degree of analysis and judgement required. “Processing Radiology, Physio and other agency requests. Advanced knowledge of referral pathways and their limitations to avoid rejected referrals and discussing with/or informing clinicians of any rejection reasons.”
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Planning and prioritising workload appropriately.
* Prioritising requests on clinical system in a timely manner taking into consideration other more urgent unpredictable referrals or requests from clinical staff, other professionals and third parties.
* Professionally responsible for ensuring correct pathways are adhered to.
* Carrying out tasks in order of priority but often working on more than one thing at a time.
* Ability to cover other members of the team as reasonable during times of absence through annual leave and sickness.
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| **PATIENT/CLIENT CARE**  |
| * To provide a point of contact for patients either face to face, by email/letter, text, answering queries regarding referrals, insurance reports, SARS, referrals using outside agencies and private referrals.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * The post holder can be expected to contribute to improving practices.
* Responsible to following departmental and Trust policy and procedures.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Invoicing insurance reports or any report requiring payment and chasing outstanding invoices.
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| * **HUMAN RESOURCES**
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| * No responsibility for interviewing other staff, although input may be required. Facilitate and support new starters.
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| **INFORMATION RESOURCES**  |
| * Continual handing and recording of data, transcribing/re-wording, analysing, inputting and storage of data using computer software.
* High degree of expertise within Word necessary, Excel knowledge desirable. EMIS knowledge advantageous, however training given to the suitable candidate. Medical terminology desirable.
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| **RESEARCH AND DEVELOPMENT**  |
| * Contributing to periodic audits as required
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| **PHYSICAL SKILLS** |
| * High speed typing and accuracy required.
* Advanced keyboard skills necessary to allow accurate data input and referral information, transferring documents from various formats into PDF and attaching to appropriate medical record.
* Use of computer and software packages as needed competently and accurately.
* Ability to use scanner and photocopier as needed to input information onto the clinical system or provide patients/other healthcare professionals/third parties with data in line with GDPR guidelines.
* Excellent attention to detail, accuracy and analytical skills. Inputting and manipulation of data into computer databases and spreadsheets.
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| **PHYSICAL EFFORT** |
| * Frequent required for concentration and attention to detail for long periods of time.
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| **MENTAL EFFORT** |
| * Ability to concentrate in a busy and demanding environment and swap from task to task quickly and efficiently. This is an office based role whereby the post holder will be using a VDU more or less continuously throughout the day, and therefore in a restricted position.
* Ability to deal with patient complaints or queries in the absence of team leads/managers when absent or working from home. Dealing with rude/abusive patients face to face, by email and telephone when frustrated with the service or lack of perceived service.
* Frequent exposure to distressing or emotional circumstances (specifically when liaising with patients). Ability to be assertive often required.
* Ability to be sensitive and have empathy towards patients and peers as required.
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| **EMOTIONAL EFFORT** |
| * Continuous VDU use, ability to focus attention in sometimes noisy busy environment.
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| **WORKING CONDITIONS** |
| * Continuous VDU use, ability to focus attention in sometimes noisy busy environment. ,
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, eg Manual HandlingContribute to and work within a safe working environment.You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Medical Secretary |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**A level qualification or equivalent experience in a relevant role/work environmentRSA III Typing or equivalent qualification or experienceAMSPAR/Medical Terminology knowledge/qualification or equiv. | EE | D |
| **KNOWLEDGE/SKILLS**Excellent planning & organisational skillsAbility to prioritise workload to respond to changing demandAbility to liaise and communicate with staff at all levelsExcellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relativesAbility to promote good working liaisons (staff, patients, relatives)Extracting information / Listening Skills Ability to handle complex enquiries - distressed & anxious patients Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Accurate Audio TypingKnowledge of Trust proceduresAble to work independently, with minimum supervision  | EEEEEEEEEEEEEEEEE |  |
| **EXPERIENCE** Previous secretarial experienceWorking in an NHS/clinical environment e.g. hospital, GP surgery, CCG | E | D |
| **PERSONAL ATTRIBUTES:**Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a teamAble to plan and organise workloadAbility to work un-supervisedCan remain calm and professional in a busy environmentEmpathetic, but able to understand professional boundariesWelcoming friendly and approachable mannerAn adaptable approach to workFlexible approach to working hoursCommitment to continual development to including relevant new systems, policies and proceduresAdheres to relevant Trust policies & proceduresAdheres to confidentiality & data protection requirements | EEEEEEEEEEE | D |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold Trust Policies | E |  |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | N |  |  |  |  |
| Mental Effort  | Y |  |  |  | F |
| Emotional Effort  | Y |  |  |  | F |
| Working in isolation | Y |  |  | M |  |
| Challenging behaviour | Y |  |  | M |  |