#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: **MEDICAL SECRETARY**  Responsible to: **SH Project Manager**  Department(s): SEXUAL HEALTH  Directorate: **Women, Children & Diagnostic Services**  Operating Division: **UNIVERSITY** **HOSPITAL CROSSHOUSE , KILMARNOCK**  Job Reference:  No of Job Holders: 2 (two)  Last Update: **February 2024** |
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| 2. JOB PURPOSE |
| To provide a comprehensive medical secretarial service to Consultants and Clinical Teams. Organise Consultants workload and provide the main point of contact between clinical staff and the service users. |

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| **3. DIMENSIONS** |
| Working directly to Consultants, clinical and multi-disciplinary teams within sexual health. |

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| 4. ORGANISATIONAL POSITION |
| Head of Operations- Women and Children’s Service  Sexual Health Project manager  Medical Secretary (This post)  Reception/Admin staff |

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| 5. ROLE OF DEPARTMENT |
| Provide a medical secretarial service to the clinical or sub specialty team serving the patient population of Ayrshire and Arran through the provision of specialist services.  Provide advice to medical and paramedical personnel, patients and other relevant parties on matters pertinent to sexual health services.  To liaise with GP’s, patients, and other relevant parties to ensure up-to-date information on episodes of patient care and future planning of any treatment.  To liaise with professional staff in other disciplines and community settings to share best practice for care and follow-up of related conditions in individual units. |

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| 6. KEY RESULT AREAS |
| * Provide and receive routine confidential information, exercising tact and persuasive skills to ensure patients who are worried about test outcomes etc. are reassured and enter sensitive data onto Nash, the EPR for sexual health, within agreed parameters, for each patient * Responsible for analysis and planning on an ongoing basis of the computerised waiting list process for patients waiting for appointments. Identifying where action may be required to ensure the efficient use of available resources and taking corrective action where appropriate. This will involve assigning appropriate booking and re-booking patients where another patient has cancelled their appointment, evaluating and taking appropriate action on patients who fail to attend, writing to advise GP, and informing line manager of any problems that cannot be resolved. * To receive and check all test results, informing clinician and take action as directed by clinician to alleviate any unnecessary anxiety to the patient. * To read/receive referrals from internal and external sources, including prioritising urgent telephone referrals to ensure the smooth running of the service. * Provision of accurate and timeous information to GP’s regarding patients’ visit. This involves the generation of appropriate letter/documentation within locally agreed times to ensure up-to-date information of patient care at all times. * To receive telephone calls from patients/GP’s requesting information/advice and using acquired knowledge, reassure and advise patients, guide GP’s to appropriate section of the service to ensure accurate flow of information between GP and patient. * To undertake all administrative duties for Service, arranging meetings and to undertake all administrative duties within the department, ie. Provision of rotas, duties associated with clinicians, protocols, annual/study leave relating to staff, minutes of various departmental meetings. * Maintain consultants’ electronic/paper diary, with a fair degree of independence, to ensure any alterations to service implications are taken into consideration. * Operation of a bring forward, pending and filing system, ensuring availability of notes and tests as appropriate, identification of areas of administrative pressure and as appropriate in order to achieve quick retrieval of accurate and up to date information to facilitate the treatment of patients accordingly as well as maintaining an efficient and organised administrative environment. * Ongoing analysis of own working practice, suggesting and implementing local change to ensure effective use of secretarial resources, an awareness of health and safety procedures and bringing issues of any concern to the attention of the secretarial supervisor to ensure secretarial service, especially in staff shortage situations, operates efficiently and safely at all times. * Undertake specific training within relevant specialty for new starts as well as ongoing training to ensure organisational practices and procedures are developed and implemented and skill levels are maintained. |
| EQUIPMENT AND MACHINERY |
| The main equipment/machinery used in a Medical Secretarial role are:-   * PC / Hard Drive – to store documents, type information onto etc. * Printer – to print out all documentation ie letters to be filed in casenotes. * Audio transcriber/digital dictation software along with power supply, foot pedal and head set – to transcribe back tapes. * Hand held dictation machines * Telephone and telephone answer machine * Fax Machines * Photocopiers * Scanners * Shredding machine |
| **7b. SYSTEMS** |
| The Secretary will up-date and maintain the following systems in relation to patient information:-   * Nash – National Sexual Health Package * PMS – Patient Hospital System/ to view Hospital appointment system. * Learn Pro – training system * Manual records – waiting list print out, waiting list cards, waiting list diaries, * Manual log of patients with specific conditions (ie: Consultant interests) * Patient Monitoring System – Secretary will run PRISM reports as and when required for business information purposes. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Assignment of workload is totally demand led and based on patient activity throughout the specialty. The medical secretary is required to prioritise the workload with a degree of autonomy.  The line manager through monitoring workload surveys and consultation with the Consultant assesses standard of work. A more formal review is carried out in the form of staff appraisals on a yearly basis. |

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| **9. DECISIONS AND JUDGEMENTS** |
| Typical judgements will involve: prioritising the order of jobs to be typed, preparing Nash information for clinicians. Making new appointments and follow up appointments. Following up on outstanding tests. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Prioritise patients for appointments at times when there are conflicting demands (ie: patients identified by consultant as “urgent” versus patients who are routine). Dealing with upset, awkward and verbally abusive patients by telephone and face to face - at all times maintaining a sympathetic and tactful approach.  Having an in-depth knowledge of the specialty in which you are working to enable you to provide advice/guidance to all service users, often in demanding circumstances. These demands are particularly challenging when a staff member(s) is absent and the remaining staff have to absorb the work/problems without relief cover.  Challenge of having to work to the locally agreed guarantee times for all clinic and discharge correspondence as well as maintaining waiting list targets.  Using acquired skills and knowledge to identify and solve organisational problems i.e. timetabling and notifying all necessary departments thus ensuring efficient utilisation of resources available to the department.  Challenge of having to work to the locally agreed guarantee times for all clinic and discharge correspondence as well as maintaining waiting list targets.  Using acquired skills and knowledge to identify and solve organisational problems ie. timetabling and notifying all necessary departments thus ensuring efficient utilisation of resources available to the department. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Consultants and clinical team, other ward Staff, Patients and GPs. Daily communication face to face, by telephone, e-mail and letter for information sharing, negotiating advising, re-assuring and persuading. Can sometimes involve dealing with emotional and stressful situations.   * Other hospitals and hospital departments : occasional contact by telephone or letter for information sharing * Other Agencies, ie Police/Social Work Department: face to face, telephone and correspondence for diverse reasons. * Pharmaceutical sales representatives : frequent contact face to face and by telephone to organise appointments requiring persuasive and organisational skills * Educational/Employment Institutions: occasional contact by telephone or letter for information sharing, organising events, references etc. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL EFFORT/SKILLS:**  Combination of sitting, walking and standing. Frequent requirement for sitting in a restricted position/occasional requirement for moderate physical effort.  Word-processing and input for a substantial proportion of working time.  Frequent use of audio transcriber.  **MENTAL EFFORT/SKILLS:**  Secretaries require to be mentally alert at all times when handling case records/clinical reports/scan reports etc., to ensure that no errors have been made which would compromise patient care with potential serious consequences, ie: wrong patient’s report in casesheet.  The unpredictable nature of the job necessitates the highest level of concentration in all matters ie: arranging urgent referrals, dealing with abnormal reports, dealing with distressed patients’ etc.  In view of the fact that there are many interruptions to tasks being carried out, the Secretary requires the ability to switch from one problem area to another and back again efficiently.  **EMOTIONAL/ENVIRONMENTAL EFFORT/SKILLS:**  As the first point of telephone contact, Secretarial staff are in contact with patients who may be difficult resulting in verbal abuse, dealing with distressed and sometimes irrational patients by telephone.  Typing letters of a distressing nature or receiving abnormal reports to deal with.  Required to work in a challenging environment where the workload demands arising affect the whole office. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Relevant secretarial qualification, e.g. AMSPAR Diploma for Medical Secretaries, RSA or Scotvec qualification and/or equivalent secretarial experience.  Accurate audio-typing skills.  Excellent standard of English language.  Working knowledge of Microsoft software packages.  Ability to develop an acquired knowledge of medical terminology.  A working knowledge of Nash.  Demonstrate ability to manage time, prioritise workload and be flexible in approach to working practices.  Ability to communicate clearly and sensitively with a wide range of disciplines/general public.  Accurate note-taking skills, e.g. shorthand / speedwriting.  In-depth knowledge of specialist area in order to enhance organisational and analytical skills in response to service demands.  Ability to work in a team environment or on your own initiative. |