

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB IDENTIFICATION

Job Title: Medical Secretary

Reports to: Learning Disability Service

Department, Ward or Section: Psychiatry, Learning Disability Service

Operational unit / Corporate Department: Argyll and Bute HSCP

Job Code: ARGLMENTADMIPSYC05

No of Job Holders: 1

Date: Nov 2021

JOB PURPOSE

The Learning Disability Service provides a comprehensive service to Adults with Learning Disabilities in areas such as Psychology, Psychiatry, Occupational Therapy, Speech and Language Therapy, and Specialist Learning Disability Nursing thereby aiding adults with Learning Disabilities to access all services, which may improve their life.

The job holder provides a secretarial service to the Consultant Psychiatrist, Service Professional Lead/Manager and Team Lead within the Learning Disability Service as well as some services to locality Community LD Nurses and AHP's.

The job holder supports the service manager and is responsible aspects of staffing/personal

ORGANISATIONAL POSITION

Service Manager – Head of Adult Services
(Learning Disabilities, Autism and Lifelong Conditions)

Professional Lead/Manager
Learning Disability Service

OLI

0.8 WTE
Community LD
Nurse
Vacancy

MAKI

0.8 WTE OT
0.2 WTE Psychiatry
**0.8 WTE
Medical Secretary**
1 WTE Community LD
Nurse/Team Lead
0.2 WTE Assistant AHP
0.8 WTE SALT

Bute and Cowal

1 WTE
Com LD Nurse
1 WTE
Assistant AHP

Helensburgh & Lomond

0.8 WTE Medical
secretary
1 WTE
Community LD Nurse
1 WTE Consultant
Clinical Psychologist

MAIN TASKS, DUTIES AND RESPONSIBILITIES	FREQUENCY
<p>To provide a comprehensive secretarial service to the Consultant Psychiatrist/service manager and other health staff within the team</p>	
<p>Administration and Clerical</p> <ul style="list-style-type: none"> • Main point of contact for telephone enquiries/queries/faxes/mail and e-mail for Department for both internal and external callers establishing degree of urgency and whether immediate access is required. Ensuring all messages are accurately recorded (written or typed). • Word process correspondence, reports, minutes, policy documents etc by means of audio/copy typing and oral/written instructions, creating pro formas as required. • Comply with NHS confidentiality and other policies. • Photocopy and circulation of reports and other information within the Learning Disability Service. • General photocopying. • First point of contact for all IT Helpdesk and other technical repairs for the Department. 	<p>Daily</p> <p>Daily</p> <p>Daily Frequent</p> <p>Daily Frequent</p>
<p>Organisational</p> <ul style="list-style-type: none"> • Maintain diary and arrange patient appointments/clinics/meetings/venues as necessary. • Organise and prioritise workload on own initiative as both Consultant Psychiatrist and Service Professional Lead are frequently away from the office. • Creation and maintenance of confidential patient files by means of TrakCare, LDN folders and Eclipse • Creation and maintenance of secure, confidential Department's patient database. • Anticipate and attend to the Consultant Psychiatrist's requirements for appointments, meetings and visits. • Preparation of PowerPoint presentations from written/scanned information. • Preparation of patient booklets by means of typewritten/scanned information often using laminator. • Liaise with other directors/managers/clinicians within NHS and with relevant external agencies. • Storing/recording/loaning of departmental resources such as, books, leaflets, policies, general information pertaining to the NHS or learning disabilities. • Process orders/stock control for stationery, equipment, etc. • Ensure timely provision of month end expenses/time sheets/active caseloads to appropriate personnel. • Liaise with other secretarial staff in the Learning Disability Service. 	<p>Daily</p> <p>Frequent Daily</p> <p>Daily</p> <p>Daily Daily</p> <p>Occasional Rare</p> <p>Daily</p> <p>Frequent</p> <p>Frequent Occasional</p> <p>Daily</p>
<p>Other Duties</p> <ul style="list-style-type: none"> • Take minutes of meetings as and when required. This may necessitate travelling to areas across the Argyll and Bute HSCP area. • Provide hospitality arrangements for meetings. • Develop and maintain contacts for the Learning Disability Service in Helensburgh with other areas of the Learning Disability Service in the Argyll and Bute HSCP area. • Maintain the Learning Disability Health Referral process and Database • Any other relevant duties as required ensuring the smooth running of the service. 	<p>Occasional Frequent Daily</p> <p>Daily</p>

EQUIPMENT AND MACHINERY

Please describe any machinery and/or equipment used in the job:

Personal Computer and Printer

Give brief description of use of each item used:

Word process correspondence, reports, minutes, policy documents etc by means of audio/copy typing and oral/written instructions, creating pro formas as required.

Scanner

Used to copy into documents - charts, pictures, etc for use in reports or for patient diaries.

Photocopier

Making single-sided/double-sided/A3/collated/stapled copies of documents.

Transcribing Machine

Used for instruction and oral dictation to create reports, correspondence, etc.

Laminator

Used to laminate picture diaries, pictures for patients, in-house notices, etc

Digital Camera

Allows the downloading of pictures or film of patients onto video (stored with patients' medical records) to allow permanent record of patients' social and adaptive functioning in order to assess patients' in the future.

Polaroid Camera

Used to photograph items or personnel for use with patients.

Guillotine

Used for trimming various kinds of documents, pictures, charts, making A5 paper/card when required, etc.

Mobile Phone

Self-explanatory.

Calculator

Self-explanatory.

Personal Alarm

Self-explanatory.

SYSTEMS	
Please describe any system used in the job:	Give brief description of use of job holder's role in relation to each system:
Microsoft Word	- Processing, generating and storing of typewritten information.
TrakCare	- creating clinics, appointments, entering in of patient details enabling a central system for all medical staff to access for information and a system that provides statistical information
Microsoft Access	- creating/updating/maintaining secure database information to allow waiting lists, patient location, etc to be available to the Consultant Psychiatrist and Service Professional Lead.
Microsoft PowerPoint	- providing presentations from written/scanned documents for the Consultant Psychiatrist
Microsoft Excel	- providing spreadsheets, pie charts etc when required.
SSTS	- Collation and input of Time Sheets into Duty Sheet for LD team, recording absences and updating the roster information as required
Eclipse	- Digital patient information system requiring updating and uploading of information as required
SCI Gateway	- Referral system
SCI Store	- Accessing patient demographics, results and medical documentation
Smartsheet	- Health and Safety Management System – updating and uploading quarterly reports.
E-Mail	- receiving and sending of information/documents to individuals or groups of individuals.
Filing Systems	- Creation and maintenance of patient files for access by Consultant Psychiatrist and other Learning Disability Service personnel. - providing a filing system where Consultant Psychiatrist has access to all forms and information required. - providing a filing system for the Consultant Psychiatrist of information pertaining to Psychiatry, Learning Disabilities.
Department Resources	- storing and recording of departmental resources such as, books, leaflets, policies, general information pertaining to the NHS or learning disabilities

DECISIONS AND JUDGEMENTS

Please describe the nature of supervision of the job, areas of discretion, and typical judgements made in the course of the job:

Frequency:

Responsible for ensuring that patient confidentiality is kept at all times.

Daily -100%

Responsible for managing my own workload and systems unsupervised.

Daily -100%

Use own initiative when fielding internal and external queries and I am responsible for proceeding onward with these queries correctly.

Daily -100%

Responsible for diary management ensuring maximum utilisation of the Consultant Psychiatrist time.

Daily – 75%

Responsible for the unsupervised day to day running of an office.
Responsible for managing calls from patients and carers

Daily -100%

COMMUNICATIONS AND RELATIONSHIPS

Who post holder communicates with:	What communication is about:	Any difficulties encountered:
Internal: Secretarial	- daily interaction between departments.	
Consultants	- general interaction between departments,	
LD manager/Professional Lead	Day to day management of staff-absence, annual leave etc, risk assessments, SMART sheets, coordinating diary, report writing, PECOS and other systems	
NHS personnel attached to the Learning Disabilities Service within the Argyll and Bute HSCP area,	Travel. Diaries. Appointments, reports, Contacting patients where required	Majority of team work across Argyll and Bute
Supplies Department	Raising and receipting of purchase orders on PECOS. Queries around purchase orders regarding stock / stationery / training	Remote access to LD } Professional Lead to enable } signed form is submitted } before event takes place
Hotel Services Ancillary and Maintenance Staff	- requests for services provided. - requests and provision of services.	
External: Patients	- Usually appointments, sometimes queries regarding medication, often relaying of patients' symptoms/ feelings/etc	Patients/carers can be distressed over situations they find themselves in.
GP Surgeries	- appointments, medication, messages regarding patients' symptoms, etc	Consultant Psychiatrist is often out of the office and contact can be a problem. As above.
Government departments e.g. Social Work, Service providers of care for Adults with Learning Disabilities.	Meetings, appointments, relaying of messages to Consultant Psychiatrist regarding patients' symptoms, etc.	as above and confidentiality issues.
Court employees, solicitors.	Court dates, reports requested, deadlines	As above.

Department of Health, Scottish Executive.	Locating and requesting information for Learning Disability Service.	Unsure where to source documents.
Other Health Boards/Hospitals.	Referrals of patients to new areas, request for medical records from other areas. Liaison with other professionals from other health boards and hospitals regarding patients.	Can be difficult to locate correct departments and hospitals pertaining to patients.

PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB		FREQUENCY
Physical skills:	Advanced level of VDU operation. Advanced keyboard skills – RSA III standard. Audio-typing requiring concentration and sitting in one position for a long stretch of time. Shorthand RSA III standard	Frequent Frequent Frequent Occasional
Physical effort:	The collection and carriage of patient files from Medical Records Department. Driving to Learning Disability Service locations/meetings	Frequent Occasional
Mental demands:	Constant interruptions in concentration by telephone and staff. Required to be flexible with workload and deadlines. Pressure when taking minutes of meetings ensuring they are correct. Prolonged concentration whilst using patient database / TrakCare / Eclipse.	Frequent Frequent Occasional Frequent
Emotional demands:	Typing of reports and correspondence of a distressing nature e.g. abuse cases. Helping patients/carers/family members with empathy with their concerns whilst maintaining confidentiality. Handling contentious callers.	Frequent Frequent Rare

MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
Responsibility of decision-making in absence of Professional Lead / Consultant Psychiatrist. Developing and maintaining good contacts with Learning Disability Service team members (from remote location) enabling good team relations.

KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Training and/or qualification(s) required:

- Secretarial qualification to AMSPAR equivalent
- Typing qualification to RSA III equivalent
- Working knowledge of Microsoft Word.
- Working knowledge of Microsoft Excel, PowerPoint and Access
- Working knowledge of TrakCare
- Working knowledge of Eclipse

Level of experience/knowledge required:	Length of experience	How specialised experience needs to be:
Proven secretarial experience.	At least two years'	
Office skills – typing, filing, diary maintenance, stationery supplies ordering	At least two years'	Medical terminology knowledge
Ability to take minutes at meetings is essential.	At least two years'	Medical terminology knowledge
Excellent organisational skills.	At least two years'	
Ability to work independently and as part of a team.	At least two years'	
Excellent communication skills.	At least two years'	

JOB DESCRIPTION AGREEMENT

Job Holder's Signature:	Date:
Staff Representative's Signature:	Date:
Head of Department's Signature:	Date: 2021