

Postoutline : Medical Secretary

Created On Monday, November 29, 2004

Created By Lindsay Mitchell

Post Outline is Approved

Assigned To :

Purpose : To act as a personal assistant and provide an advanced secretarial service to the consultant physician and his clinical team by working on own initiative using extensive knowledge, skills and experience to manage and prioritise workload independently in accordance with operational standards and protocols. To be responsible for the continuance of the service in the absence of the consultant and/or any member of the respiratory team.

Pay Band :

Reporting To : Medical Services Manager

KSF Dimensions, Levels And Indicators

Core / Specific	Number	Dimension	Second Gateway (Full Outline)		Foundation Gateway (Subset Outline)	
			Level	Indicator	Level	Indicator
Core	C1	COMMUNICATION	3	A,B,C,D,E,F	1	A,B,C,D,E
Core	C2	PERSONAL AND PEOPLE DEVELOPMENT	2	A,B,C,D,E,F	1	A,B,C,D,E
Core	C3	HEALTH, SAFETY AND SECURITY	1	A,B,C,D,E	1	A,B,C,D,E
Core	C4	SERVICE IMPROVEMENT	2	A,B,C,D,E,F	1	A,B,C,D,E
Core	C5	QUALITY	2	A,B,C,D,E,F	1	A,B,C,D,E
Core	C6	EQUALITY AND DIVERSITY	1	A,B,C,D,E	1	A,B,C,D,E
Specific	IK1	INFORMATION PROCESSING	2	A,B,C,D,E,F,G	1	A,B,C,D,E
Specific	G3	PROCUREMENT AND COMMISSIONING	1	A,B,C,D,E	1	A,B,C,D,E
Specific	G5	SERVICES AND PROJECT MANAGEMENT	2	A,B,C,D,E,F,G	1	A,B,C,D
Specific	G6	PEOPLE MANAGEMENT	1	A,B,C,D,E	1	A,B,C,D,E

Second Gateway (Full Outline)

Level : 3 Develop and maintain communication with people about difficult matters and/or in difficult situations

Level Indicators:

- a) identifies the range of people likely to be involved in the communication, any potential communication differences and relevant contextual factors
- b) communicates with people in a form and manner that:
 - is consistent with their level of understanding, culture, background and preferred ways of communicating
 - is appropriate to the purpose of the communication and the context in which it is taking place
 - encourages the effective participation of all involved
- c) recognises and reflects on barriers to effective communication and modifies communication in response
- d) provides feedback to other workers on their communication at appropriate times
- e) keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures.
- f) communicates in a manner that is consistent with relevant legislation, policies and procedures.

Foundation Gateway (Subset Outline)

Level : 1 Communicate with a limited range of people on day-to-day matters

Level Indicators:

- a) communicates with a limited range of people on day-to-day matters in a form that is appropriate to them and the situation
- b) reduces barriers to effective communication
- c) presents a positive image of her/himself and the service
- d) accurately reports and / or records work activities according to organisational procedures
- e) communicates information only to those people who have the right and need to know it consistent with legislation, policies and procedures.

Examples Of Application: -

- providing a first point of contact between the hospital, patients and their relatives, all grades of medical staff, GPs and their staff, medical representatives and other outside agencies and extra consultant activities e.g. Clinical Director
-
- liaising and communicating with internal/external senior management, consultants, clinical medical staff and GPs
- dealing with FHSA and PCT enquiries
-
- relaying confidential and urgent clinical/medical information regarding patients adhering to strict guidelines
-
- maintaining all correspondence, investigations reports and clinical details as per Trust policy on confidentiality
-
- liaising directly with patients re appointment arrangements and addressing patients' concerns
-
- liaising with other hospitals regarding patients who have been referred for specialised investigations ensuring all relevant information is available
-
- generating routine and non-routine correspondence independently
- giving feedback to typists and temporary staff (temps)
-
- dealing with angry, distressed or emotional patients and their relatives offering advice, reassurance and defusing situations to avoid potential complaints
-
- assisting patients from multi-cultural backgrounds and arranging translation facilities as and when required
-
- compiling and producing information leaflets for patients as required using software packages and relaying information to GPs, the Lung Cancer Team and other health care professionals to ensure that patient care is optimal
-
- producing overheads and other multi-media presentation material for consultant teaching sessions

Examples of Application:

- People with whom communicating
- See overview
- Day-to-day matters might include:
 - asking questions
 - giving straightforward information
 - passing on simple messages
 - providing answers
 - taking simple messages.
- Forms of communication
- See overview
- Barriers to communication
- See overview
- Reducing barriers might relate to:
 - adapting communication
 - changing the environment
 - checking information received for accuracy and interpretation
 - using communication aids
- Legislation, policies and procedures
- See overview

Second Gateway (Full Outline)

Level : 2 Develop own knowledge and skills and provide information to others to help their development

Level Indicators:

- a) assesses and identifies:
 - feedback from others on own work
 - how s/he is applying knowledge and skills in relation to the KSF outline for the post
 - own development needs and interests in the current post
 - what has been helpful in his/her learning and development to date
- b) takes an active part in the development review of own work against the KSF outline for the post with their reviewer and suggests areas for learning and development in the coming year
- c) takes responsibility for own personal development and takes an active part in learning opportunities
- d) evaluates the effectiveness of learning opportunities and alerts others to benefits and problems
- e) keeps up-to-date records of own development review process
- f) offers information to others when it will help their development and/or help them meet work demands.

Examples Of Application: -

- taking part in KSF development review and identifying developmental needs
- being committed to PDP and life-long training
- helping in the induction of new staff
- training and supervising new, inexperienced staff offering guidance and support

Foundation Gateway (Subset Outline)

Level : 1 Contribute to own personal development

Level Indicators:

- a) with the help of others, identifies:
 - whether s/he can carry out the tasks within own job
 - what s/he needs to learn to do current job better
 - when s/he needs help
- b) reviews his/her work against the KSF outline for his/her post with his/her reviewer and identifies own learning needs and interests
- c) produces with his/her reviewer a personal development plan
- d) takes an active part in agreed learning activities and keeps a record of them
- e) evaluates the effectiveness of learning activities for own development and the job.

Examples of Application: Others

- See overview
- Personal development
- See overview

Second Gateway (Full Outline)

Level : 1 Assist in maintaining own and others' health, safety and security

Level Indicators:

- a) acts in ways that are consistent with legislation, policies and procedures for maintaining own and others' health, safety and security
- b) assists in maintaining a healthy, safe and secure working environment for everyone who is in contact with the organisation
- c) works in a way that minimises risks to health, safety and security
- d) summons immediate help for any emergency and takes the appropriate action to contain it
- e) reports any issues at work that may put health, safety and security at risk.

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Examples Of Application: -

- attending all mandatory Trust training in Health & Safety, COSHH, Fire Regulations and Procedures
- adhering to the Health & Safety at Work Act
- summoning help in case of emergency

Examples of Application:

Legislation, policies and procedures

See overview

Others:

See overview

Assisting in maintaining a healthy, safe and secure working environment might include:

- appropriate and secure use of information technology
- appropriate use of security systems and alarms

-

being immunised to protect self and others from specific health risks

- checking the safety of fittings and fixtures
- disposing of waste

-

maintaining appropriate levels of heating, lighting and ventilation

Works in a way that minimises risks to health, safety and security might be:

- driving safely
- effective hand cleansing

-

moving and handling people and/or goods using equipment as appropriate

- reducing noise
- taking appropriate breaks from using equipment
- using organisational security measures.

Risks to health, safety and security:

See overview

Emergencies might be related to:

- the environment
- health

-

information (eg breaches of confidentiality, lost/stolen health records)

- security.

Second Gateway (Full Outline)

Level : 2 Contribute to the improvement of services

Level Indicators:

- a) discusses and agrees with the work team
 - the implications of direction, policies and strategies on their current practice
 - the changes that they can make as a team
 - the changes s/he can make as an individual
 - how to take the changes forward
- b) constructively makes agreed changes to own work in the agreed timescale seeking support as and when necessary
- c) supports others in understanding the need for and making agreed changes
- d) evaluates own and other's work when required to do so completing relevant documentation
- e) makes constructive suggestions as to how services can be improved for users and the public
- f) constructively identifies issues with direction, policies and strategies in the interests of users and the public.

Examples Of Application: -

- evaluating own and typists and temps work
-
- auditing cancer Fast Track patients to check if they received a ppointments according to national guidelines
-
- faxing information on instead of allowing staff to take patient's notes away

Foundation Gateway (Subset Outline)

Level : 1 Make changes in own practice and offer suggestions for improving services

Level Indicators:

- a) discusses with line manager / work team the changes that need to be made in own practice and the reasons for them
- b) adapts own practice as agreed and to time seeking support if necessary
- c) effectively carries out tasks related to evaluating services when asked
- d) passes on to the appropriate person constructive views and ideas on improving services for users and the public
- e) alerts line manager / work team when direction, policies and strategies are adversely affecting users of services or the public

Examples of Application:

- Tasks related to evaluating services might include:
- audits (eg clinical, financial, resource)
 - customer satisfaction surveys
 - risk assessments
 - staff questionnaires.
- Direction, policies and strategies
See overview

Second Gateway (Full Outline)

Level : 2 Maintain quality in own work and encourage others to do so

Level Indicators:

- a) acts consistently with legislation, policies, procedures and other quality approaches and encourages others to do so
- b) works within the limits of own competence and levels of responsibility and accountability in the work team and organisation
- c) works as an effective and responsible team member
- d) prioritises own workload and organises own work to meet these priorities and reduce risks to quality
- e) uses and maintains resources efficiently and effectively and encourages others to do so
- f) monitors the quality of work in own area and alerts others to quality issues.

Examples Of Application: -

- acting in compliance with current Trust policies, procedures, guidelines
-
- prioritising own workload in accordance with operational standards and guidelines
- acting as a responsible member of the team
- encouraging the efficient use of resources in the office

Foundation Gateway (Subset Outline)

Level : 1 Maintain the quality of own work

Level Indicators:

- a) complies with legislation, policies, procedures and other quality approaches relevant to the work being undertaken
- b) works within the limits of own competence and responsibility and refers issues beyond these limits to relevant people
- c) acts responsibly as a team member and seeks help if necessary
- d) uses and maintains resources efficiently and effectively
- e) reports problems as they arise, solving them if possible.

Examples of Application:

- Legislation, policies and procedures
- See overview
- Acting responsibly as a team member
- See overview
- Resources would include:
 - environments
 - equipment and tools
 - information
 - materials.

Second Gateway (Full Outline)

Level : 1 Act in ways that support equality and value diversity

Level Indicators:

- a) acts in ways that are in accordance with legislation, policies, procedures and good practice
- b) treats everyone with whom s/he comes into contact with dignity and respect
- c) acknowledges others' different perspectives
- d) recognises that people are different and makes sure they do not discriminate against other people
- e) recognises and reports behaviour that undermines equality and diversity

Examples Of Application: -

- acting in accordance with legislation, policies and procedures
- treating patients, relatives, colleagues and visitors with respect and courtesy at all times
- recognising and reporting behaviour that undermines equality and diversity

Foundation Gateway (Subset Outline)

Level : 1 Act in ways that support equality and value diversity

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- a) acts in ways that are in accordance with legislation, policies, procedures and good practice
- b) treats everyone with whom s/he comes into contact with dignity and respect
- c) acknowledges others' different perspectives
- d) recognises that people are different and makes sure they do not discriminate against other people
- e) recognises and reports behaviour that undermines equality and diversity

Examples of Application:

- Legislation, policies and procedures
- See overview
- Makes sure they do not discriminate against other people may include
 - what they do or say
 - what they do not do or say
 - when interacting with colleagues
 - when interacting with users of services
 - when working with the public
 - when working with visitors to the organisation

Second Gateway (Full Outline)

Level : 2 Modify, structure, maintain and present data and information

Level Indicators:

- a) inputs, amends, deletes and modifies data and information accurately and completely consistent with legislation, policies and procedures
- b) establishes requirements and finds requested data/information using agreed procedures and appropriate sources
- c) collates, structures and presents data/information as requested using agreed systems and formats
- d) maintains the integrity of data/information consistent with legislation, policies and procedures
- e) assures the quality of data during modification, structuring and presentation
- f) stores data and information safely and in a way that allows for retrieval within appropriate timescales
- g) keeps the data/information system up to date.

Examples Of Application: -

- initiating and maintaining an accurate and up-to-date personalised filing system
- operating a brought forward system
- maintaining a system for dealing with DNAs, ghost patients and any other patients who require intervention in their clinical pathway
- accurately maintaining patient case notes ensuring all patient details are correct, high risk, sensitivities and same name scenarios are identified
- providing accurate and confidential information for data entry and retrieval of patient information via the HISS/WebPAS, Pathology and individual departments' computer software programmes
- updating the National Cancer Network database as per national guidelines

Foundation Gateway (Subset Outline)

Level : 1 Input, store and provide data and information

Level Indicators:

- a) inputs data and information accurately and completely:
 - using the correct formats
 - consistent with legislation, policies and procedures
- b) uses available automated facilities for checking the data/information and for resolving difficulties in using applications
- c) finds and provides requested data/information using agreed procedures and formats
- d) maintains the integrity of data/information using agreed procedures
- e) stores data/information safely and correctly

Examples of Application:

- Data and information might be processed for: See overview
- Data and information may be in the following formats: See overview
- Data and information may be: See overview
- Legislation, policies and procedures See overview
- Automated facilities include:
 - automatic checkers / quality assurance processes
 - help functions within applications
 - mathematical routines
 - sorting routines
 - statistical routines

Second Gateway (Full Outline)

Level : 1 Monitor, order and check supplies of goods and/or services

Level Indicators:

- a) monitors resource use and arranges for more:
 - when this is necessary
 - within limits of own responsibility and authority
 - consistent with legislation, policies and procedures for commissioning and procurement
- b) checks the delivery of goods and/or services and identifies any issues
- c) takes the appropriate action in relation to issues with goods and/or services communicating effectively with those involved to address the issues
- d) supports effective use of goods and/or services consistent with requirements and specifications
- e) reports on the delivery of goods and/or services and any issues in line with requirements.

Examples Of Application: -

- monitoring resource use within the office
- ordering office supplies when necessary
- chasing supplies of goods
- signing and confirming receipt of goods

Foundation Gateway (Subset Outline)

Level : 1 Monitor, order and check supplies of goods and/or services

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Examples of Application:

- Legislation, policies and procedures
- See overview
- Commissioning and procurement
- See overview
- Appropriate action in relation to issues might include:
 - chasing supplies of goods and services
 - contacting the supplier
 -
 - dealing with defective goods / services which are below quality
 - reminding the supplier of the contract and of requirements
 - reporting problems or shortfalls
 - seeking to resolve the issue with the supplier.
- Supporting the effective use of goods and/or services might include:
 - controlling and storing goods and materials appropriately
 - enabling those delivering services to be effective
- Reports on the delivery of goods and/or services might include :
 - checking the quantity against the order
 - completing forms and records
 - making verbal reports on service delivery
 - signing and confirming the receipt of goods and/or services

Second Gateway (Full Outline)

Level : 2 Organise specific aspects of services and/or projects

Level Indicators:

- a) obtains full, relevant information on specific aspects of services and projects for which s/he is responsible and how they relate to other parts of the service or project
- b) ensures that everyone involved in the specific aspects of services / projects for which s/he is responsible has relevant and appropriate information about the work and their role within it, and confirms their understanding of their role
- c) ensures that planned resources are available for people to use at the time they need them
- d) coordinates activities making sure that they run smoothly and work well together and are consistent with legislation, policies and procedures
- e) effectively undertakes activities to support the efficient working of services / projects
- f) monitors the implementation of those aspects of services / projects for which s/he is responsible against agreed plans and takes prompt corrective action when activities are not consistent with plans
- g) monitors the outcomes of those aspects of services / projects for which s/he is responsible to confirm that their objectives are met and alerts service / project managers to any issues.

Foundation Gateway (Subset Outline)

Level : 1 Assist with the organisation of services and/or projects

Level Indicators:

- a) identifies with the team the activities to be undertaken to support services and projects
- b) undertakes activities effectively and to time consistent with legislation, policies and procedures
- c) reports any difficulties or problems at an appropriate time to a team member
- d) keeps accurate records of activities and makes them available to people at the time that they need them.

Examples Of Application: -

- dealing with all incoming mail on a daily basis including investigation results, appointment requests, complaints, meeting agendas etc and implementing action for urgent matters
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- acting as a personal assistant managing all telephone, email and written enquiries from patients, relatives, GPs, other hospitals and outside agencies providing appropriate advice and information, guidance and reassurance as required
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- ensuring that all request forms/letters of an urgent nature are processed and forwarded to the relevant departments or hospitals for patients requiring urgent appointments or investigations
-
- reviewing all investigation results when received and acting upon abnormal results by instigating any other necessary steps for patient care
-
- monitoring outstanding results to ensure continuity of patient care
-
- arranging emergency and elective admissions liaising with management colleagues and relaying/exchanging clinical/medical information relating to the patient's admission
-
- liaising with the patient to explain the proposed management/treatment plan and ensuring all pre-admission requirements are in place
-
- arranging in-patient transfer to other hospitals in the country for patients requiring urgent treatment/procedures not available at the Trust
-
- instigating follow up appointments within the appropriate timescales
-
- arranging any tests required e.g. exercise tolerance test, ECG etc prior to the outpatient appointment
-
- appointing, cancelling and re-appointing patients to alternative dates adhering to national guidelines
-
- ensuring all new patient referrals including urgent two-week wait or suspected cancer Fast Track patients are appointed adhering to national guidelines
-
- managing four outpatient clinics ensuring the lists are regularly updated and managed ensuring availability of clinical staff, taking into consideration leave, sickness and on-call commitments
-
- arranging and preparing COPD/NIV team meetings, ensuring all correspondence including audit figures are available and taking minutes of the meeting
-
- arranging patient discussion lists for multi-disciplinary Lung Cancer meetings and to ensure that latest X-rays, histology etc are available, taking notes of the meeting and actioning required patient tests or follow-up within national guidelines
-
- preparing and arranging meetings ensuring that all case notes

Examples of Application: Activities might include:

- arranging catering and other forms of support
 - arranging events
 - arranging travel
 - booking straightforward appointments
 - chasing replies
 - drafting and finalising documents (including letters)
 - filing / storing
 - monitoring supplies
 - ordering supplies
 - organising venues
 - preparing papers for distribution
 - taking payments in simple circumstances
 - taking notes
 - welcoming and facilitating events and meetings
- Services and projects
See overview
- Legislation, policies and procedures
See overview

are available, taking and processing minutes

-

initiating and processing Government documentation e.g. Disability Living Allowance, DVLA, DS1500 forms on behalf of patients

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accurately transcribe by using touch typing and medical terminology skills, from either shorthand or audio dictation, all correspondence to GPs, other hospitals and outside agencies relating to the patient pathway (this will include providing secretarial support to the Oncology Nurse Specialist)

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maintaining consultant's/clinical staff's electronic diary for scheduled meetings, lectures and clinical sessions and collate correspondence required prior to the event

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organising itineraries, accommodation and travelling arrangements for seminars/conferences etc, initiating study leave/travelling expense forms taking into consideration clinical commitments

Second Gateway (Full Outline)

Level : 1 Supervise people's work

Level Indicators:

- a) gives people opportunities to contribute to the planning and organisation of their work
- b) develops and explains plans and work activities to people and enables them to carry out their work effectively consistent with legislation, policies and procedures
- c) gives people support and opportunities to assess their own work and gives them clear, sensitive and appropriate feedback in a way that helps them improve and develop
- d) supports people effectively during the NHS KSF development review process
- e) reports poor performance to a relevant person for them to take action.

- Examples Of Application:** - supervising typists and temps
- providing feedback to typists and temps on their work
 - being involved in recruitment/interview panels
 - arranging typing tests for applicants prior to interview

Foundation Gateway (Subset Outline)

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- e) reports poor performance to a relevant person for them to take action.

Examples of Application: People might be:

See overview

Opportunities might include:

- email communication / discussion
- making oneself available to people
- one-to-one meetings
- regular meetings to discuss work plans
- team briefings
- telephone discussions

Legislation, policies and procedures

See overview

Assessment of own work might be in relation to:

- day-to-day work
- quality and user requirements
- specific achievements
- specific objectives and targets

Feedback may be given:

- during normal day-to-day activities
- during specific meetings

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when required to maintain motivation, morale and effectiveness

Document has ended.