

Job description and person specification

Job title:	Medical Secretary
Band:	3
Accountable to:	Service Manager
Responsible to:	Practice Operations Manager

Thank you for considering a role at the [West Suffolk NHS Foundation Trust](#)

First for our patients, staff, and the future



Our **patients** are at the centre of everything we do. The quality of care that we provide is our driving force. We strive to deliver the best patient outcomes and experience in the most appropriate setting available. We are committed to joining up services locally, collaborating with our partners and supporting our staff to make continuous improvements – no matter how big or small – that challenge us all to raise our standards.

We believe our **staff** must take good care of each other, so together we can take good care of our patients. We aim to build a fair, open, and learning culture that is inclusive and supports all staff to develop their careers. We

want to be recognised as a great place to work.

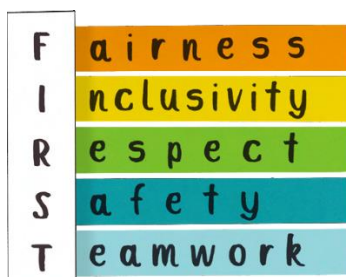
Advancing our digital and technological capabilities to better support the health and wellbeing of our communities is vital. We want to be at the forefront of these changes and have an opportunity to progress this through the planning of a new healthcare facility. Together with patients, public and staff, we will shape health and care services that are fit for current and **future** needs, helping people to stay well and get well.

Our values

We believe that how we do things is just as important as what we do.

Our Trust values of fairness, inclusivity, respect, safety, and teamwork (FIRST) are the guiding principles and behaviours expected of our staff and which run through our organisation.

We use them to improve the services we provide to our community and the way that we work as a team and with our partners. As a member of our team, you will need to live these values, placing them at the heart of everything you do.



[You can find out more about our vision and values by reading our five-year strategy **First for patients, staff, and the future** here.](#)

Job summary:

To provide general medical secretarial support to the Doctors, Nurse Practitioner and Practice Nurses, involving word processing and audio typing skills with general clerical work.

To undertake non-routine activities which may be delegated by line manager, consultant staff or other members of the multidisciplinary team.

KEY TASKS:

1. To provide an efficient audio, copy typing and word processing service for GPs and health professionals as required. This includes the typing of letters, reports, patient referrals, minutes, memorandums etc in an accurate and quality manner.
2. To assist the Practice Operations Manager with all clerical and administrative duties.
3. To make appointments, bookings and admissions as required.
4. To liaise and arrange meetings (to include the booking of rooms) as required and to attend meetings and take minutes.
5. To establish and maintain filing and administrative systems so that written or computer information is easily accessible and secure.
6. To retrieve medical records and assist the completion of medical/insurance records.
7. File patient records and correspondence in patient medical records.
8. To receive incoming and initiate outgoing telephone calls in order to facilitate timely and appropriate communications with others, taking messages and dealing with appropriate queries.
9. To maintain the computer system (SystemOne) in an accurate and secure manner.
10. To utilise the electronic Booking System ERS.
11. To assist with the gathering of statistics and information when required.
12. To provide cover for members of the secretarial team during periods of sickness and annual leave.
13. In liaison with the Practice Operations Manager, maintain adequate supplies of office stationery in order to perform secretarial duties.
14. To receive and dispatch messages and maintain a pending system in SystemOne.
15. Deals with applications for private medical reports, including life assurance, accident and sickness claims, disabled badges, collaborative fees and criminal injury claims. The process includes:
 - Issuing invoices and seeking payment for private work prior to completion.
 - Keeping records of monies received and owed, taking and handling cash or cheques presented at reception.
 - Following up incomplete work.
 - Preparing lists of debtors – monthly.
 - Dealing with telephone calls from patients and third parties as appropriate.
16. Deal with requests for access to medical records and reports in accordance with the relevant legislation and ensuring that appropriate 'consent' to access has been obtained from the patients for third party access.
17. Keeping a record on the clinical system of all private work in progress and payments received using a template.
18. Arranging private medical examinations with the partners as and when appropriate e.g. HGV medicals.

19. Keeping copies of medical reports either scanned onto patients' computer records or in patients manual records.
20. Referring to the Practice Operations Manager for advice on any 'request for reports' that are not routine.
21. Undertakes surveys and audits as necessary to own work.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other health care workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health and Safety:

The post holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health and Safety policy, the practice Health and Safety manual and the practice Infection Control policy and procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- Undertaking periodic infection control training (minimum annually).
- Reporting potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and Diversity:

The post holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures, policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings and priorities and rights.

Personal/Professional Development:

The post holder will participate in any training programme implemented by the practice as part of this employment, such as training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patient's needs.
- Effectively manage own time, workload and resources.

Communication:

The post holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post holder will:

- Apply practice policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate.

Person specification

Requirements	Essential	Desirable	Evidence
Education and qualifications	EITHER: Diploma/NVQ Level 2 in Business Administration OR: Diploma/NVQ Level 3 (or equivalent) in Business Administration Good standard of general education GCSE Mathematics C or above or equivalent GCSE English C or above or equivalent	RSA II Word Processing / Information Technology or equivalent	
Experience and knowledge	Able to use Microsoft Office, e.g. word and excel Use of Web and e-mail Working within a medical environment	Familiar with the GP clinical software (SystemOne) Knowledge of provisions of the Data Protection Act, the General Data Protection Regulation (GDPR) and Access to Medical Records Report Act	
Skills and abilities	Able to use office equipment, including fax machine and photocopier Excellent communication skills Time Management and the ability to work to deadlines Problem Solving Interpersonal skills		
Personal qualities	Good telephone manner Polite & confident Performing under pressure Adaptability Team working Self-motivated		

GENERAL NOTES

CHANGES TO JOB DESCRIPTION

The duties outlined above are subject to changes, after consultation with post holder, which meet the needs of the service as a result of the full implementation of the Trust Plans.

INFORMATION TECHNOLOGY

Staff are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

MAJOR INCIDENTS

The post holder is required to conform to the Trust's Policy, Strategy, Plans and Procedures for Business Continuity Incidents, Critical Incidents and Major Incidents (including for Security and Fire incidents), and is to contribute to the planning for such events. This is to apply to all Trust areas of responsibility, including the Community. Furthermore, the post holder is to attend mandatory training sessions and validation exercises as required.

HEALTH AND SAFETY

West Suffolk NHS Foundation Trust recognises the importance of having happy, healthy staff in order to deliver the outstanding care we are so proud of. The Trust offers a wide range of benefits to help staff maintain and improve their health and wellbeing. The post-holder will be expected to prioritise their own health and to make use of the facilities and services available to them. Every member of staff also has a responsibility to contribute to creating a happy, healthy work environment for others and to look out for colleagues' health and wellbeing.

QUALITY IMPROVEMENT

Continuous quality improvement is a core responsibility for everyone. Every member of staff's work ultimately impacts upon the quality and safety of the care we provide. All staff are expected to participate in continuous quality improvement in their immediate work areas. Training and support is provided.

FREEDOM TO SPEAK UP / TO IMPROVE

It is the pledge of the West Suffolk NHS Foundation Trust to never walk by an opportunity to make things better for staff, patients and relatives. It is the responsibility of all staff to highlight any areas of concern.



opportunity to highlight

CONFIDENTIALITY

In the course of their duties employees will have access to confidential material about patients and members of staff. On no account must information relating to patients/staff/individuals be accessed by **anyone** unless there is a legitimate reason, for example, medical staff in relation to direct patient care, investigation of a complaint. If there is any doubt as to the whether access is legitimate, advice must be sought from the Information Governance Team. Breach of this policy will be regarded as gross misconduct and could result in disciplinary action.

INFECTION CONTROL

It is the personal responsibility of the post holder to adhere to the Trust policies and procedures outlined in the Infection Control Manual and any other Infection Control policies, procedures and practices which may be required from time to time.

NO SMOKING POLICY

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equality, Diversity and Inclusion

West Suffolk NHS Foundation Trust aims to ensure that no employee or job applicant receives less favourable treatment because of their age, disability, ethnicity, race, colour, nationality, ethnic or national origin or on the grounds of gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or

belief, sexual orientation; or is disadvantaged by conditions or requirements which are not justified by the job to be done.

This also applies to patients. The Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

DATA QUALITY

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: accurate, legible (if hand written), recorded in a timely manner, up to date and appropriately filed.

FREEDOM OF INFORMATION

As an employee of the Trust, you are required to recognise a request from the public for information in accordance with the Trust's Freedom of Information Policy. All requests must be sent to the Information Governance Team.

INFORMATION ASSET OWNERS (IAO)

All Corporate Managers & Heads of Department are expected;

- To understand how information assets in their departments are used and for what purposes
- How information is created, amended or added to over time
- Who has access to the information and why
- Who the information is shared with and how
- Carry out any risk assessments regarding the safe handling of information
- Ensure that staff are aware of Information Governance policy regarding handling of information

More information is available from the Head of Information Governance.

CODES OF CONDUCT FOR NHS MANAGERS

Managers are required to carry out their duties in a manner which complies with the Codes of Conduct for NHS Managers Directions 2002.

TRUST LEADERSHIP BEHAVIOURS

The Trust is a system of interdependent parts; the success of one part often relies on another. The glue that binds these together is a clear sense of shared values which is essential to success.

These are the standards of behaviour expected of all those in a leadership role in the Trust.

1. Demonstrate shared values

Demonstrating our leadership values will allow the organisation to achieve our Trust core values. Leaders should work collectively to lead a connected organisation.

2. Be positive

Be positive and encourage others. There is no place for cynicism in a leader.

3. Build bridges

Commit to working across silos and breaking down barriers. Patients need seamless care, not silos.

4. Support new ideas

Support people to pursue innovations. But be clear about the difference between taking risks, which may sometimes fail, and incompetence.

5. Communicate well

Communicate to staff, patients and stakeholders with clarity, simplicity and honesty.

6. Say sorry and thank you

The most important words in the language of leadership. Acknowledge when you should use them and show appreciation for a job well done.

7. Build and effective team

Develop a real insight into your weaknesses. Construct a team that compensates for any weaknesses and challenges you where required.

STANDARDS OF BUSINESS CONDUCT & CONFLICT OF INTEREST

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the register of interests either on appointment or when such interests are gained.

All employees are required to ensure they understand and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

FRAUD, BRIBERY AND CORRUPTION

The Trust has a zero tolerance stance towards any acts of Fraud, Bribery and all staff should make themselves fully aware and understand the contents of the Trust's Fraud and Anti Bribery Policies. Any such activities will be subject to disciplinary and/or criminal action by the Trust.

STANDING FINANCIAL INSTRUCTIONS

All staff must comply with the Trust Standing Financial Instructions when committing the Trust to expenditure, including staff related costs.

SUSTAINABILITY

In supporting the Trust's policy on Carbon Reduction it is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.

ACTIVE TRAVEL

The Trust supports the Cycle2Work scheme which helps an employee acquire a bike and safety accessories to the value of £1000, through their employer. An employee could make up to 42% savings on a brand new bike and safety accessories as they will not have to pay any tax on the benefit. There are 246 cycle storage spaces on the West Suffolk site.

See the travel pages on the intranet for further details.

NHS FOUNDATION TRUST

Employees of West Suffolk NHS Foundation Trust automatically become staff members of the Foundation Trust, unless they choose to opt out.

On leaving the Trust, individuals automatically transfer to public membership, subject to their remaining in the catchment area, unless they request not to do so.

POLICIES AND PROCEDURES

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which the Trust may amend from time to time.

COMMUNITY STAFF

This also includes the policies and procedures that were in place for the community staff before they transferred into West Suffolk NHS Foundation Trust.

REVIEW & MONITORING

This policy and procedure will be reviewed and monitored annually by the Executive Director of Workforce and Communication in consultation with Trust Council

WEST SUFFOLK NHS FOUNDATION TRUST
TERMS AND CONDITIONS OF EMPLOYMENT

Band 3 Salary Scale:

Entry Level	£22,816 pa
Increment 1	£22,816 pa
Increment 2	£24,336 pa
Increment 3	£24,336 pa
Increment 4	£24,336 pa
Increment 5	£24,336 pa
Increment 6	£24,336 pa

Pro rata for part time

Until such time as local pay determination policies have been agreed by the Trust and implemented, the Trust will, in determining the salary, take due account of the pay rates for this post, in NHS employment and any changes to those rates which the Secretary of State for Health may authorise from time to time.

New entrants will normally enter the salary scale at the minimum of the scale.

HOURS OF DUTY: See NHS Jobs advert

ANNUAL LEAVE: 202.5 hours per annum plus public holidays (This is the annual leave entitlement for **full time employees who are working 37.5 hours per week, with minimum NHS Service** and will be pro rata for part time employees)

PENSION SCHEME: All staff are eligible to join the NHS Pension Scheme. Under the scheme, contributions are deducted at source from salary. Deductions will automatically be made for eligible employees unless they opt formally to withdraw from the scheme. In order to opt out, employees should contact the Pensions Administrator at NHS Shared Business Services on 0844 931 2005.

PERIOD OF NOTICE: Two months

TERMS AND CONDITIONS OF SERVICE: All terms and conditions of service are laid down by the West Suffolk NHS Foundation Trust, details of which can be seen in the HR Department.

PROTECTION OF CHILDREN AND VULNERABLE ADULTS: The Trust is committed to carefully screen all successful applicants who will work with children or vulnerable adults via the Disclosure and Barring Service (DBS police check). These applicants will be informed during the interview process of the screening procedure.

RETIREMENT POLICY: The Trust does not operate a compulsory retirement age for its employees and is committed to equal opportunities for all employees.

The Trust operates a flexible retirement policy and employees may voluntarily retire at a time of their choosing. Employees should inform their

Line Manager in writing of their intention to retire, giving contractual notice in accordance with their contract of employment.

Written notification should be given even if the employee intends to return to employment with the Trust after accessing their pension.

Employees should consider their pension provision and take independent financial advice before making any decision in relation to their retirement. Employees need to give the NHS Pensions Agency a minimum of five months notice of their intention to retire and access their pension.

LEASE CAR INFORMATION:

The Trust operates a Lease Car policy, dependent on department facility, for those staff required to travel on Trust business in excess of 3,500 miles per year. If your department offers a 'business only' car, this can be provided at no cost and alongside managers discretion, or you can select a vehicle of your choice if you wish to have private use, and the appropriate charge will be made. Mileage will be paid at the Agenda for Change standard rate whilst waiting for delivery of your vehicle and, if you choose not to have a Lease Car, your business miles will be reimbursed at the rate of 24 pence per mile.

SOCIAL AND GENERAL:

The West Suffolk Hospital has two shops on site. Reasonably priced meals and snacks are available in the staff restaurant, and Courtyard Café. The hospital is sited in landscaped grounds and adjoins Hardwick Heath.

There is a swimming pool available to all staff at a subsidised rate, at the Moreton Hall Health Club. For further details, please refer to the Intranet.

The Trust has partnered with Abbeycroft Leisure to fund all staff free access to Abbeycroft Leisure centre activities; including Abbeycroft@home (live online and on demand group exercise classes) group exercise classes, gym and swim sessions, courts and pitches.

Abbeycroft@home offers live classes streamed every day, whilst the on-demand library of sessions are available to watch whenever you want. Classes include Zumba, clubbercise, Les Mills and much more.

CHILDCARE:

The Trust has an on-site Nursery, 'Busy Bees', accepting children from three months to five years. Enquiries can be made to the Manager by email to westsuffolk@busybees.com.

April 2023

Human Resources and Communications Directorate