

MEDICAL SUPPORT SECRETARY

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Help keep the office running smoothly by supporting the team and managing tasks.
- Talk to patients and other staff in a kind and professional way, especially when people are worried.
- Use a computer to write letters and reports, including typing from audio recordings.
- Organise and find patient notes, and make sure they are sent to the right places.
- Work with others to solve problems quickly and follow hospital rules and safety guidelines.
- Be flexible, manage your time well, and help with projects and team tasks when needed.

Job Description

Job title:	Support Medical Secretary
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Medical Secretary Supervisor / Operational Manager for area
DBS required:	None

Job Purpose

- Provide an efficient and comprehensive secretarial support service to for the Secretary/PA, prioritising work to ensure deadlines are met.
- Ensure effective communication with associated departments.
- Assist in the organisation of the Clinical Team's workload
- Electronic and manual search for notes

Main Duties

- Using Microsoft Office application, produce clinical correspondences with audio transcription. To include communication to General Practitioners and other health professionals, clinical letters, notes, and discharge summaries.
- Respond to telephone calls from anxious and distressed patients, resolving problems, when possible, in a professional and competent manner.
- Ensure all queries from colleagues and external organisations are dealt with quickly and effectively in the department, producing file notes as necessary.

- To promote the implementation and adherence of agreed policies, procedures, and protocols.
- Ensure the smooth running of the office/team including the assessment of priorities and the initiation of preparatory action.
- Opening and dealing with incoming correspondences as appropriate.
- Photocopying, general office duties and the use of PAS (Patient Administration System) when necessary.
- Book in and Book out notes to other departments using the in-house Patient Document Tracking (PDT) system.
- File results, letters, and various other documentation in medical notes.
- Maintain comprehensive office systems ensuring prompt access to information.
- Ensure all queries from colleagues and external organisations are dealt with quickly and effectively in the department, producing file notes as necessary.
- Ensure shared knowledge within the team.
- Contribute to ongoing projects as required.
- Keep up to date with technological developments regarding developing appropriate skills in the use of current office technology. e.g., word processing, spreadsheets, databases, electronic mail, presentations etc.
- Provide sufficient cover for senior colleague during periods of absence.
- Maintain and encourage safe working practices and environment in accordance with local Health and Safety Policies.

Main Challenges

- Organise the office efficiently in a complex, changing environment.
- Manage multiple tasks ensuring deadlines are met.
- Communicate appropriately with a range of people at different levels of the organisation.
- Co-ordinate the work of the team within the department, ensuring appropriate communication both within and outside the department.
- Be flexible, self-motivated, and work with minimum supervision.
- View the service provided as Trust-wide and therefore must be flexible regarding location.
- To participate in reflection, self-evaluation and continuous professional developments including performance review.

Environment

- Be aware of physical effort regarding sitting for long periods and the transfer of substantial numbers of medical notes
- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks

Person Specification

	Essential	Desirable
Qualifications	• 4 GCSE (C and above) or equivalent • RSA Stage 3 typewriting, word processing	• ECDL • NVQ 3 Business Admin
Experience	• Audio typing • Secretarial procedures • Knowledge of software procedures	• Medical Secretarial • Medical terminology • NHS experience • Customer care
Knowledge and skills	• High standard of grammar and spelling • Able to prioritise • Well organised • Patient focused • Shows initiative	Touch type
Other	• Knowledge of Health and Safety in the workplace	• Knowledge of NHS policies

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the

Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

