

JOB DESCRIPTION

Job Details	
Job Title:	PA to Medical Team
Band:	Band 4
Department:	Medical
Directorate:	Medical
Reporting to:	Medical Director
Responsible for:	n/a
Location	Winsley, Wiltshire

Job Summary / Main Purpose:

To provide high quality PA and full administrative support to the Medical Team at Dorothy House (currently Medical Director, Consultants, Specialty Doctor, ANPs, GP trainees, StRs and pharmacist)
 To undertake specific projects relevant to the Medical Department.

Principal Duties and Responsibilities

1. To be responsible for all PA and administration support required by the Medical Director and Medical Team.
2. SystemOne
 - Letters and discharge summaries – all admin processes associated with these including the deducting of deceased patients
 - Housekeeping Medical Team activities at Dorothy House
 - Housekeeping Medical Team activities at Royal United Hospital
 - Monitoring and housekeeping Medical Team caseload at Dorothy House
 - Patient appointment administration
 - S1 induction for all new team members/trainees
 - S1 Tasks, various

3. Deal with telephone and email enquiries from professionals, patients & carers: take messages and filter to the relevant people
4. Emails – Outlook and NHS.net
 - PA to Medics – deal with all emails received in Outlook and NHS mail
 - Medics NHS mail – medical team; monitor
 - IPU (Inpatient Unit) NHS mail – monitor when IPU admin team are absent
 - Medical Examiner’s Feedback NHS mail – monitor
 - Medical Director Outlook emails – monitor when Medical Director absent
5. Outlook calendars
 - Monitor, edit and update for all Medical Team members.
6. Liaise with other Dorothy House services, GPs, community hospitals, acute hospitals, RUH consultants and RUH departments (particularly Oncology, Medical Records and X-ray) in order to trace results of investigations, RUH clinic letters, RUH notes and X-rays
7. Medical Team rota
 - Prepare on SharePoint
 - Update with changes, ensuring changes coordinate with Outlook calendars
 - Highlight queries, make suggestions and agree changes with Medical Team
 - Liaise with the RUH Palliative Care Team regarding changes to sessions
 - Liaise with RUH Joint Clinic regarding changes to sessions
8. Stats/Data
 - Prepare and update Medics’ rota log & clinical activity spreadsheet
 - Assist Medical Team members with stats/data for audit purposes
 - Prepare and collate doctors’ medical activity statistics in readiness for inclusion in Hospice- wide statistical representation of patient/professional-related activity and update the list of medical patients, linking with the Clinical Informatics Department Manager.
9. Meetings
 - Provide all aspects of admin support for:
 - i. Systm1 Clinical Systems Governance (formerly Core Group) – quarterly
 - ii. Clinical Documentation Group – quarterly
 - iii. Medical Team meeting – weekly
 - iv. Medicines Management Group – quarterly
 - v. Non-Medial Prescribing Group – quarterly

vi. Any other relevant medical team meetings

Preparation and distribution of agenda, supporting papers and minutes, including IT set-up for those joining via Teams

10. Monitoring mandatory training for medical team and locums; booking attendance if required

11. Assisting the Medical Director with the management of annual leave, study leave and sick leave for members of the Medical Team via iTrent; co-ordinating with Outlook calendars

12. Managing all aspects of medical visitors

- Adhoc – allocate suitable date, keep record of visitors, liaise with visitors and obtain feedback
- GPST3 trainees and Y4 Medical Students – liaise with organisers and trainees; including the production and sending of relevant timetables
- Assist in the organisation of GPST3 trainee day held at Dorothy House
- Joint Clinics @RUH – allocate suitable date, keep record of visitors, liaise with visitors and obtain feedback

13. GP trainees, Specialty Trainees and Locums

- Liaise with trainees
- Deal with all admin starter/leaver processes with HR, IT and iTrent
- Add new starters to the medical team spreadsheets for monitoring and reporting processes

14. IPU Death list

- i. Keep up-to-date and send to finance
- ii. Liaise with finance regarding cremation payments

15. Medical Record Request (MRR) and Subject Access Request (SAR)

- Deal with all aspects of MRR and SAR requests
 - i. Redaction of patient records; time specific
 - ii. Liaise with consultants, DH Legacy Department and external organisations
 - iii. Liaison with the Caldicott Guardian

16. IPU Admin

- Process death paperwork when IPU admin team member is absent

17. Prescriptions and Prescribers

- All aspects of admin for all Dorothy House prescribers
- Ordering and destroying of prescription pads
- Retrieving prescription reports from E-Pact for contractual purposes

18. Prepare the papers and presentations linked to the administrative and management duties of the Medical Director

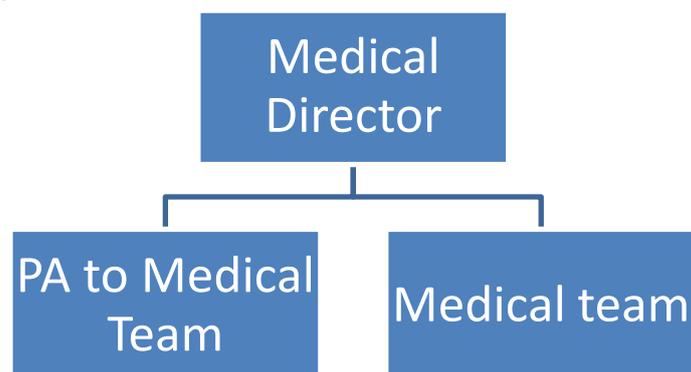
19. Projects

- Assisting doctors and other members of clinical staff with the administrative side of audit projects
- Provision of administrative support to the medical director as Responsible Officer and undertake any related projects
- Undertake any specific projects arising from the Clinical Governance Committee to support the Medical Director
- Co-ordinate and collate information relating to Revalidation and Appraisal of the doctors including producing, distributing and collating feedback questionnaires to staff, patients and carers
- Work with the medical director in implementing the new DHHC Strategy

20. Work alongside the other clinical and non-clinical PAs, providing support when appropriate

21. Undertake other duties as may be reasonably required

Structure Chart



Contacts

Medical Director – Medical team – CCC Admin – DPS/Therapies Admin – IPU Admin – Facilities/Reception – IT – Education - HR Admin

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Person Specification –

Criteria	Essential	Desirable
Qualifications:		
Good standard of English and Maths	✓	
Recognised qualification in Executive PA or Administration		✓
Knowledge and Experience:		
Experience of supporting at a Director/senior level	✓	
Excellent computer skills and experience of using Microsoft Word, Excel, Outlook and wider internet	✓	
Experience of working with a database	✓	
Experience in note/minute taking	✓	
Experience/knowledge in a health/social care environment		✓
Experience of project support		✓
Skills & Attributes:		
Proactive and able to anticipate requirements of the Medical Director and Medical Team	✓	
Comfortable and confident networker. Able to communicate with a wide range of people including health/social care professionals, patients and carers and the general public.	✓	
Able to show empathy and present a calm, courteous and compassionate manner	✓	
Can demonstrate experience working with sensitive and confidential issues	✓	