

Job Description

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| Job Title: | PA to Dr Edward W Leatham |
| Base: | 2 Huxley Road, Research Park Guildford |
| Managed by: | Dr Leatham |
| Accountable to: | Dr Leatham |
| Salary | £10.5-15/hr £19,500-29,500/a depending on experience |
| Shortlist prov' date | 26 th Nov 2009 |
| Interview prov' date | 14 th Dec 2009 |

Job Summary

The post holder will have a range of duties including organisation of all Dr Leatham's private patient activities and procedures, procedure invoicing, accounts audio typing and diary

Key Tasks

- Holding his diary
- Promoting his practice
- Arranging GP meetings and educational events
- Dealing with private patient enquiries- passing messages to and from the patient and Dr Leatham
- Typing up and dispatch of all clinic letters for EWL and his clinical assistants (approx 3 clinics each week)
- Typing of all pair up letters
- Arranging admission, and Typing up of all procedure reports (2-5 procedures/week)
- Recording all income and expenditure for EWL
- Assist in preparation of end of year accounts

This is not an exhaustive list of duties and the post holder will be expected to undertake other duties within the area as required.

Ability to work flexibly may be required, i.e. evenings, weekends, to meet the requirements of the private practice.

Place of work

The post operates out of the [surrey cardiovascular clinics](http://scvc.co.uk) <http://scvc.co.uk> based just 2 minutes walk from The Royal Surrey County and Nuffield Hospitals- which are well served by shuttle buses from the station and locality. There is free parking at our clinic for staff and patients. This post is therefore suitable for anyone living within 30 miles from Guildford

The Surrey Cardiovascular Clinics was established in 2006 and provides a specialised service for patients with cardiovascular disorders. The clinic operates 4 clinic rooms and 3 specialised investigation areas, offering outpatient consultation and tests. In 2009 its administration was moved to adjacent premises located on the 1st floor at 2 Huxley Road, where the secretarial offices, accounts department, nurses and technicians office and management, training and board room and staff coffee room are located.

Your main work place is a smart, light (natural) and air-conditioned office based on the 1st floor (no lift) of the building at 2 Huxley Road – next door to the busy cardiovascular clinic at 5 Huxley Road –

There is modern PC running windows XP, MS Office, and a 'state of the art' photocopier/printer/scanner. We have an excellent intranet provided for by 3 servers, digital workstations for audio typing, Philips tape and digital playback transcriptions. There is a web based electronic patient record and a strong team-based culture within the clinic so that receptionists, nurses, cardiac technicians and secretaries all work on the same systems- providing joined up and integrated care for our patients. Dr Leatham's practice involves a lot of IT – electronic diaries and EPR- so the post holder will need to be IT literate

About Dr Leatham

Dr Leatham is an interventional cardiologist based in Guildford (Royal Surrey County Hospital), but also operating in London (Royal Brompton NHS Trust and Harley Street Clinic), Frimley Park Hospital, Haslemere Hospital Outpatients. He provides NHS care at Royal Surrey, Royal Brompton and Frimley NHS Trusts. His private practice involves:

- Outpatient consultation and testing
- Pacemaker and device implantation
- Coronary angiography
- PTCA & Stents
- Cardioversion
- TOEs
- Cardiac Imaging including Cardiac CT

His PA has to arrange and issue reports on all of the above for any private patients – This is a busy post!

Main duties and Responsibilities**Secretarial**

Open the post and manage all new referrals- either by scanning into EPR and tagging the record or catching Dr Leatham at the start of clinic

Making contact with the patient to arrange outpatient consultation and tests- sending out confirmation letters as appropriate.

Setting and filling clinic lists and theatre lists to make most efficient use of time taking into account clinical urgency (and taking advice where needed) .

Digital Transcription of all letters into the Word based EPR- good audio typing is an absolute MUST as the work load is high.

Uploading to web based epr- all typed letters are copied and pasted into the web based epr so that a contemporary multidisciplinary patient record is maintained.

Where required, you will need to outsource digital typing, and once received the typed work will need to be checked uploaded to epr and dispatched

All patient emails/correspondence and calls are logged onto the web based EPR so that other team members can assist with investigations/admission and enquiries

Recalls- you will be required to check on diary recalls- patients seen in the past that should be offered follow up- and make contact or send reminders by phone or email

Dealing with patients

Because EWL is in clinic, on ward rounds or in theatre every day 9-5, you will be the main person dealing with Dr Leatham's private patients- so from the point of referral you will handle all appointments, queries and admissions. During clinics held Monday 2-4, Tuesday 2-7, Thursday 1030-2 you may be required to see patients requiring admission- a small office located within the clinic will be made available for you to see the patient in order to plan admissions, where you can agree the date, venue and give out literature to explain the procedure.

For some admissions you will be required to obtain the results of blood tests (eg INR for patient on warfarin)

Accounts

The clinic deals with invoicing of all outpatient consultations and reporting fees. You will need to record all professional fees/ income into the private patient accounts programme (Midexpro) . You will be required to issue invoices for all other professional fees using Midexpro (or in the near future Bluespier) . You will be required to monitor payments from insurance companies and where appropriate issue shortfall invoices to patients. All income and expenditure must be recorded onto the accounts program.

At year end you will assist EWL in checking and finalising end of year accounts in preparation of auditing by the accountants

Promoting his practice

You will be required to maintain excellent relations with local GPs and practice managers in order to assist the GP with all aspects of specialist care provided by EWL. On occasion GP teaching sessions and meetings will need to be arranged. You will assist with the design and production of educational material so that all aspects of his practice and new developments are known about by local referring GPs.

Working from home

Because we have sophisticated IT systems, which means the secretary can have access to their own PC desktop from anywhere, it is quite possible to do some of this busy post from home- and it may be possible to negotiate flexible hours

Other duties

- You will be working in a small team and will need to maintain excellent relations with all team members
- You may be asked to help cover SCVC reception/take calls when both the clinic receptionists is away
- Issue appointments (by post, phone sms text messenger system and email) as required

Annual leave

The holiday year runs from 1st October to 30th September

You are entitled to 21 days holiday pay per annum pro rate. In addition, you will be entitled to 1 extra day of annual leave each year that you have been in continuous service up to a maximum of 4 extra days.

In the year of commencement or termination of employment, holiday entitlement will be calculated on a pro-rata basis for each complete month worked.

You are also entitled to all statutory and public holidays that fall on a day you normally work.

Your leave will be covered internally by one of the other experienced PAs.

Special Responsibilities and Confidentiality

To abide by the Data Protection Act (1998), ensuring proper use of computer terminal, logging in and out of the medical records and minimising unauthorised access. Keeping password and login routine secure at all times.

Respecting patient privacy and ensure safe practice. In caring for patients and clients you must:

- Respect the patient or client as an individual
- Protect confidential information
- Co-operate with others in the team
- Be trustworthy
- Act to identify and minimise risk to patients and clients

Be aware of policy on fire, manual handling and security.

To be responsible for checking all windows are secure and building made secure by whoever is last to leave, and that the alarm is activated

Your Training

It is recognised that considerable training will be required in some aspects of this post.

Person Specification

| Attributes | Essential | Desirable | A | I | P |
|---------------------------|--|------------------------|----------------------|----------|----------|
| Education | Secretarial Course | | ✓ | | |
| Skills | Excellent organisational skills communication and interpersonal skills, verbal, written and presentational Competent use of IT (Word processing) Audiotyping at a reasonable speed (> 45 WPM) Good administration skills and accurate record keeping | Shorthand | ✓ ✓ ✓ ✓ | ✓ | |
| Experience | Minimum of 1 year's experience as Medical Secretary | Previous PA experience | ✓ | | |
| Personal Qualities | Good interpersonal skills (ability to communicate with patients and other staff members) Flexible Professional Mature attitude to work Highly motivated Ability to work without direct supervision Good team member | | ✓ ✓ | ✓ | |

Key: A-Application Form I-Interview P-Presentation