

Medical Secretary Newsletter

Oaks Hospital

Summer/Autumn 2021

Meet our amazing team!

We thought that we would bring our team to you! Find out who you speak to, what they do and how they can help you help your patient and make the referral process as easy as it can be!

We are so proud of each of them and are delighted to introduce them to you!

Gemma



GP and Consultant Liaison Officer

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07748 987 705

Role

- Liaising between the referrers and Oaks Hospital
- Building long, lasting trusting relations between Oaks Hospital and referrers
- Sharing updates on information such as new Consultants and new services
- Organising clinical education events
- Organising referrer engagement events
- Engaging with Consultants/recruiting new Consultants/Induction of new Consultants
- Digital marketing duties such as Facebook for Oaks Hospital and LinkedIn
- Monitoring and growing referrals to Oaks Hospital

What motivates me most at work?

I am motivated most by building good relationships with my referrers. When a referrer becomes a friend, that is the biggest compliment.

What was your first paying job?

I worked as a silver service waitress in a retirement home for millionaires at Gosfield Hall, now a wedding venue. I loved getting to know the residents and finding out how they made their millions. I struggled serving at the tables as I didn't know my left or right (I still don't).

One thing you are really good at?

Making people laugh and taking the seriousness out of a situation. I am really good at an ill-timed joke or giggle!

Kate



NHS Team Lead

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Role

- Manages Team of 6 NHS Administrators
- Responsible for processing all types of NHS referrals from eRS, ACE, CRS, Optoms, Direct Access
- Manages and review all NHS patient's pathways and wait times
- Ensures patient receive fair wait to treatment and 'no queues are jumped'
- Deals with Consultant clinical decisions
- Manage post COVID waiting lists
- Consultant clinics set up correctly on eRS
- Assist with outsourcing work
- Funding aspects for inpatients

Where did you work before this position?

I worked for Next Retail for 20 years, various Store Management positions, went overseas to advise Next franchises and final role was Organisation and Method Analyst-London Region.

What motivates me?

Seeing full clinics and wait times for appointments and treatment reducing.

One thing you are really bad at?

Being too much of a perfectionist, don't like to make mistakes and take things very personally!

Jack



NHS Administrator and IT Coordinator

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Role

- Managing Choose & Book/eRS
- Speaking with patients regarding their appointments
- Medical Secretary to Mr Ertemi (Urologist)
- Clinical Scheduling
- IT coordinating and troubleshooting around the hospital

Where did you work before this position?

Student at London Metropolitan University studying Sports Science.

What is one thing that you are really good at?

I have worked in many different roles around Oaks Hospital in the admin teams which has given me a wider knowledge of all our processes and procedures.

What motivates you at work?

Knowing that I am helping patients.

Philippa



NHS Reporting Analyst

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Role

- Providing reports for local CCGS and NHS
- Reporting on long waiters
- Reporting on patient outcomes
- Providing assistance to the NHS Bookings Team

What's your most-used productivity hack?

Planning and organisation - making 'to-do lists'

What's one thing you're really good at?

Multitasking and problem solving

Where did you work before this position?

G4S Health as a Data Analyst. I would produce performance reports for police forces & sexual assault referral centres across the country.

Victoria



Administrative Assistant (Bank)

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Role

- Endoscopy bookings
- C&B, Admissions
- Theatre bookings
- NHS bookings

What motivates you at work?

My colleagues.

What is one thing that you are really bad at?

Too much of a perfectionist.

What is one thing that you are really good at?

I'm a fast learner, I can move from task to task without much instruction, knowledge of multiple departments in the hospital.

Elaine



NHS Administrator

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Role

- Processing eRS referrals
- Booking NHS outpatient appointments
- Managing Consultants booking slots
- Cancellation of clinics
- Triaging referrals
- Liaising with GP secretaries

Who inspires you?

My mother - she wants to bring the best out in people.

Where did you work before this position?

NEE Diabetes Services.

What motivates you at work?

Getting the job done well.

Angela



NHS Administrative Assistant

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Role

- Booking endoscopy procedures
- Direct access
- eRS Bookings

What was your first paying job?

Working at Iceland.

Where did you work before this position?

ESNEFT CGH Gynae Ward.

What's one thing you're really good at?

Communicating with patients and work colleagues.

Sandra



NHS Administrative Assistant

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Role

- Processing eRS referrals
- Booking NHS outpatient appointments
- Booking NHS Orthopaedic outpatient appointments
- Booking NHS Ophthalmic outpatient appointments

What was your first paying job?

Student nurse.

Where did you work before this position?

Deputy Care Home Manager on a 80-bed dementia care home.

What motivates you at work?

Wanting to make sure the job gets done well, so that the patient gets the best outcome possible.

Aileen



Private Patient Manager

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Role

- Managing a Team of two Private Patient Coordinators
- Managing a Team of Two Internal Medical Secretaries
- Managing external 45 Consultant Medical Secretaries
- Helping any private self-funding or PMI patients with their enquiries
- Booking appointments
- Working on quotes for self-pay patients
- Ensuring insured patients are authorised for treatment
- Holding public information events
- Marketing duties

What was your first paying job?

Part time Saturday job at WHSmith whilst at college working on the record counter.

What is one thing you are really bad at?

Saying no.

What motivates you at work?

Being able to help patients from the start of their journey and helping them through their pathway to achieve a positive outcome.

Fiona



Private Outpatient Bookings

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01206 753 295

Role

- Managing referrals that come through the private patient portal
- Booking appointments for patients
- Managing Consultants booking slots for private patients
- Liaising with GP Medical Secretaries regarding referrals and patient medical information
- Answering the telephone and emails regarding appointments

What was your first paying job?

A Jeweller. I trained and worked professionally as a jeweller silversmith for many years, working with some very lovely people and big big rocks!

What motivates you at work?

Helping people.

What is one thing you are really good at?

Multi-tasking!

Emma



Private Outpatient Bookings

oaks.bookings@ramsayhealth.co.uk
01206 753 295

Role

- Managing referrals that come through the private patient portal
- Booking appointments for patients
- Managing Consultants booking slots for private patients
- Liaising with GP Medical Secretaries regarding referrals and patient medical information
- Answering the telephone and emails regarding appointments

Where did you work before this position?

Student Receptionist at a large secondary school.

What's your most-used productivity hack?

Daily walk at lunchtime with rest of the team.

What is one thing you are really good at?

Catching spiders and releasing them into the courtyard (the rest of the office are scared of them!).

Come and join our team for a morning of 1:1 Medical Secretary Training

Oaks Hospital 1:1 Medical Secretary Training sessions are interactive and fun where you will have an opportunity to see behind the scenes on how we process your referrals. You will have the opportunity to speak to our NHS Team, Private Patient Bookings Team, tour our facilities, meet our Consultants and welcomed to stay for a complimentary lunch. You will have all your referral questions answered, put a face to a name and build your professional network. These sessions start at 10am and are held on a Tuesday, Wednesday or Thursday. It is a 1:1 per GP practice and we can have a maximum of three Medical Secretaries per session. Please email Gemma to register your interest.

Feedback from some GP Medical Secretaries that have taken part in Oaks Hospital 1:1 Medical Secretary Training sessions:

"I really enjoyed the opportunity to see behind the scenes at the Oaks Hospital for 1:1 Med Sec training. The atmosphere at the Oaks was friendly and relaxed. A couple of consultants made a point of speaking to Gemma while I was with her and also seemed pleased to meet me which was lovely. Immediately I could see that caring starts with staff and colleagues as well as for patients. I learned about how referrals are received by eRS while I shadowed Jack in the NHS admissions office, who knows so much! I have learned about Oaks Hospital's side of the NHS referrals processes. I spent time in the office for the private referrals to Oaks via the Portal which I use most days so it was very interesting to see how things work on the other side. The biggest help of course is to our patients who I now know I can refer on certain pathways for some things much faster. For example there are new urology clinics with a shorter wait. I thoroughly enjoyed the peek behind the scenes and I would recommend any Medical Secretary to take advantage of the opportunity of this training. We are all experiencing difficulties with referrals after COVID, this training was great for me as I was then able to help many patients to much shorter waits for gynaecology, gastroenterology, urology and cataract referrals so far! Gemma's updates help a lot as well, but getting to see behind the scenes was invaluable. I really appreciate the time everyone spent showing me their jobs and now I can help our patients with shorter waiting times. A huge thank you to Gemma for being so lovely and patient with me!" - Medical Secretary Lisa from Tollgate Health Centre

"My experience of the day at Oaks Hospital: It was very informative and a pleasure to meet all the staff. I was most impressed when I went on the guided tour of your hospital. It is definitely a worthwhile experience and I would recommend all Medical Secretaries and admin staff that deal with referrals take the opportunity to see the referral process from the other side. Jack was very informative and will probably regret giving me his direct line!" - Medical Secretary Tracey from Wimpole Road Surgery

"I found it very useful to see how the Oaks Hospital works once we send the referrals over. It was good to put a face to some of the people that we only usually speak to via phone/e-mail and found them all to be super helpful and friendly. Thank you!" - Medical Secretary Joanna from Winstree Medical Practice

"Just want to say thank you for inviting me to Oaks Hospital today. I found it very informative and interesting. The staff I encountered today were all lovely especially Jack and Fi". - Medical Secretary Emma from Lawford Surgery

"As Medical PA in a GP surgery we rarely get the opportunity to see what happens to our referrals once we have sent them. Spending time with Gemma and all the Team at Oaks Hospital gave me an informative insight into the whole process which helped me to greater understand the need of relevant referral information needed by secondary care." - Medical PA Celia from Kelvedon & Feering Medical Centre

Do you know about the Referral Zone?

Referral Zone, resources for Medical Professionals. Please access the link below to Oaks Hospital Referral Zone: oakshospital.co.uk/referral-zone.

