

Medical Secretary Newsletter

Rivers Hospital

Spring 2024

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



Business Relations Manager
gemma.frost@ramsayhealth.co.uk
07748 987 705

Role

- Liaising between the referrers and Rivers Hospital.
- Building long, lasting trusting relations between Rivers 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.
- Monitoring and growing referrals to Rivers 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 (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 making friends!

Amanda



Outpatient Booking Manager
amanda.harkin@ramsayhealth.co.uk
01279 602 213

Role

- Managing the Private Patients & NHS Booking Teams.
- Liaising with GPs, consultants, secretaries, and other medical professionals to ensure the smooth running of outpatient clinics.
- Building & managing clinics.
- Building strong relationships with all colleagues within Rivers Hospital and outside.

What was your first paying job?

Receptionist.

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

Customer service & multitasking.

Charmaine



Bookings Team Lead

charmaine.damiral@ramsayhealth.co.uk
01279 602 675

Role

- Providing administrative support to a large number of consultants and medical secretaries.
- Clinic changes.
- Booking appointments for NHS and private patients.
- Dealing with all administration duties that come into our office on a daily basis.

Where did you work before this position?

I started in Private Bookings at the Rivers Hospital in 2012 and have stayed in the same department as it has grown into NHS and Private Bookings.

What is one thing that you are really good at?

I pride myself on my customer service.

What was your first paying job?

Paper round when I was 15 years old.

Rachel



Private Patient Services Administrator

rachel.harriss@ramsayhealth.co.uk
01279 602 646

Role

- Face to face and telephone enquiries for self-funding patients - this includes consultants and medical secretaries.
- Preparation of patient TotalCare Pledge quotations.
- Collection of payments from patients for procedures, recording these payments and updating Maxims our patient record portal.
- Assisting our National Enquiry Centre (NEC) with enquiries.
- Dealing with any other enquiry which may come my way!!

Where did you work before this position?

Sub Post Mistress, Sawbridgeworth Post Office.

What motivates you at work?

I enjoy my work and aim to build a good rapport with fellow colleagues and customers.

What was your first paying job?

Clerical Assistant - East Hertfordshire District Council.

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

As the majority of my role is customer focused, I believe I do deliver good customer service.

Simone



Private Patient Co-Ordinator

simone.mcnamara@ramsayhealth.co.uk
01279 602 283

Role

- Preparing and issuing quotations for self-pay patients / follow-up for payments / advising finance information.
- Assisting with all patient enquiries via walk-in and telephone, including self-funding price requests; NEC (National Enquiry Centre), consultant and medical secretary queries.
- Updating Engage and Maxims with quotation / procedure / payment information.
- Booking appointments.

Where did you work before this position?

Worked in the Bookings Team at Rivers Hospital.

What motivates you at work?

The team I work with are wonderful.

What was your first paying job?

Saturday job at Clarks shoe shop.

Louise



Radiology Administrator

louise.garner3@nhs.net
01279 602 684

Role

- Dexa Administrator.
- Breast Screening Administrator.
- Working closely with the Radiologists and Radiographers.
- Making sure all the MRI & CT's are reported.
- The IEPs for Rivers Hospital.
- All of Rivers Hospital Radiology general administration duties.

Where did you work before this position?

I have worked at Rivers Hospital for 23 years. Previous to that I worked for Durex/Marigold Gloves (London Rubber Company).

What motivates you at work?

The lovely people that I work with.

One thing you are really bad at?

Saying no to ANYTHING!!

Paula



Radiology Admin Team Lead

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01279 602 624

Role

- Booking radiology appointments.
- Managing radiology clinics.
- Ensuring reports are sent to the referrer.
- Managing admin for the Radiology Department.

Where did you work before this position?

At the main reception desk at Rivers Hospital.

What is one thing that you are really good at?

I pride myself on good Customer Service.

What motivates you at work?

Customer satisfaction.

Kirsty



eRS NHS Administrator

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01279 602 672

Role

- Importing all eRS referrals, prioritising by earliest date of appointment.
- Carefully triaging each referral to ensure that they meet our NHS acceptance criteria.
- Liaising with consultants regarding Advice & Guidance queries and responding back to GPs on their behalf.
- Requesting appropriate imaging via IEP in time for the patients' first appointments.
- Responding to any other queries that may arise from other departments and medical secretaries within Rivers Hospital.

What motivates me most at work?

My colleagues. As part of a small team, we take pride in our involvement at the start of the patients' journeys through Rivers Hospital.

An interesting fact about you?

At Mohamed Al-Fayed's request, I attended Dodi Fayed's final resting place to make and place fresh floral arrangements for his memorial.

One thing you are really good at?

Adapting to change.

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

Rivers 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. Have your referral questions answered, put a face to a name and build your professional network. Your referrals will become seamless giving your patients a better experience whether NHS or private.

These sessions start at 10am and are held on Tuesday, Wednesday or Thursdays. It is a 1:1 per GP practice and we can have a maximum of four medical secretaries per session. Please email Gemma to register your interest.

Other useful contacts at Rivers Hospital:

Rivers Main Hospital Switchboard

01279 600 282

Hospital Director | Chloe Senneck

01279 602 648 | chloe.senneck@ramsayhealth.co.uk

Head of Clinical Services | Julie Matthews

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Business Relations Manager | Gemma Frost

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NHS Coordinators

01279 602 672 | rivers.nhscoordinators@ramsayhealth.co.uk

Physiotherapy Dept

01279 602 632 | rivers.physio@ramsayhealth.co.uk

Private Appointments

01279 602 675 | rivers.reception@ramsayhealth.co.uk

Private Patient Liaison

01279 602 646 | ukrive-privatepatientteam@ramsayhealth.co.uk

Private Patient Manager | Kim Lorkin

01279 602 628 | kimberley.lorkin@ramsayhealth.co.uk

Radiology and Imaging

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