

# Medical Secretary Newsletter

## Springfield 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 Springfield Hospital
- Building long, lasting trusting relations between Springfield 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 Springfield 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!

Julia



**Private Patient Manager**  
julia.pendered@ramsayhealth.co.uk /  
julia.pendered@nhs.net  
01245 234 143

#### Role

- Consultant Engagement
- Consultant Medical Secretary Engagement/Management
- Overseeing all hospital pricing
- Monitoring and driving of sales conversions
- Business development & growth

#### What is one thing that you are really good at?

Helping people.

#### What motivates you at work?

Ensuring patients have an excellent experience with us.

#### Who inspires you?

Females working in a high position within a company. Go them!

Becks



**Reception and Private  
Outpatient Bookings Manager**  
rebecca.emburey@ramsayhealth.co.uk/  
Rebecca.Emburey@nhs.net  
01245 234 191

**Role**

- Managing the Reception & Private Outpatient Booking Teams
- Liaising with Consultants and their Medical Secretaries
- Look after Teams Telephony
- Manage outpatient clinic templates.
- Booking of private patients appointments
- Registering patients at reception
- Assisting patients with their enquiries

**What motivates you at work?**

Being able to help patients with their journey through the hospital

**What is one thing that you are really good at?**

Being multi skilled in a variety of roles

**One thing you are really bad at?**

Eating too much Chocolate

Helen



**Private Outpatient Bookings  
Team Lead**  
helen.bigwood@ramsayhealth.co.uk  
01245 234 192

**Role**

- Supervision of the Private Outpatient Bookings Team
- Liaising with Consultants and Medical Secretaries
- Booking Appointments for Private Patients
- Managing all referrals from all third parties coming into the hospital

**Where did you work before this position?**

Physiotherapy and NEC departments.

**What is one thing that you are really good at?**

Customer Service Excellence.

**What was your first paying job?**

Office junior for a Solicitors.

Susan



**NHS & Medical Records Manager**  
susan.snelling@ramsayhealth.co.uk  
01245 234 067

**Role**

- Managing the NHS and Medical Records Teams at Springfield
- Liaising with Consultants, Secretaries and GPs
- Managing department budgets
- Monitoring and encouraging growth in NHS referrals

**One thing you are really bad at?**

Delegating.

**What was your first paying job?**

Marks & Spencer Saturday job.

**What is one thing that you are really good at?**

Handling patient complaints.

Debbie



**NHS Coordinator**

deborah.duunlea@ramsayhelthcare.co.uk

01245 234 151

**Role**

- Managing eRS Referrals
- Booking NHS outpatient appointments
- Liaising with GP Surgeries
- Managing NHS waiting lists

**Where did you work before this position?**

Reception at Springfield Hospital.

**What was your first paying job?**

Waitress at Pizzaland aged 15.

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

Multitasking.

Ava



**NHS Co-ordinator**

ava.morsley@ramsayhealth.co.uk

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**Role**

- Answering patient queries by phone & email
- Booking of ERS initial appointments and follow ups
- Uploading clinic letters to patient record cards
- Processing referrals to other hospitals

**Where did you work before this position?**

I worked in the private patient bookings team.

**What is one thing that you are really good at?**

I think I'm quite good at listening to patients.

**What was your first paying job?**

I was a receptionist for an office furniture manufacturer.

Louise



**NHS Co-ordinator**

louise.brice1@nhs.net

01245 234 151

**Role**

- Dealing with most aspects of the NHS pathway
- Booking NHS outpatient appointments
- Liaising with ICB and submitting funding requests
- Liaising with GP secretaries regarding patient medical information

**Where did you work before this position?**

Worked from home - Admin for husbands advertising business.

**What is one thing that you are really good at?**

Multi tasking.

**What motivates you at work?**

The lovely team I work with.

Claire



**NHS Data Administrator**

claire.marks2@nhs.net

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**Role**

- Managing the NHS patient pathway
- Ensuring patients are treated in a timely manner
- Producing performance reports for management and the ICB
- Data validation

**Where did you work before this position?**

Business Analyst - American Investment Bank.

**What is one thing that you are really good at?**

Spreadsheets.

**What motivates you at work?**

The Team.

Amy, Stacey  
& Victoria



**Radiology Administrators**

rhc.springfieldradiologyadmin@nhs.net

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**Role**

- Managing the diary and booking appointments for all modalities
- Working closely with Radiologists and Radiographers
- Issuing reports to referring GPs and Consultants
- Dealing with patient enquiries and general admin duties for the department

**Where did you work before this position?**

Victoria: Before working at Springfield, I worked as a Legal Secretary at Linklaters, for a senior partner and Stacy worked as a hairdresser. Amy worked at a Physiotherapy Practice on reception.

**What is one thing that you are really good at?**

We are good at multi-tasking with excellent attention to detail and working as a team.

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

Springfield 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.

