

Medical Secretary Directory

Woodthorpe Hospital

2023

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!

Sophia



GP Liaison Officer

sophia.ali@ramsayhealth.co.uk
07443 770 843

Role

- Liaising between the referrers and Woodthorpe Hospital
- Building long, lasting trusting relations between Woodthorpe Hospital and referrers
- Sharing updates on information such as new Consultants and new services
- Organising clinical education events
- Organising referrer engagement events
- Consultant engagement
- Digital marketing duties for Woodthorpe Hospital
- Monitoring and growing referrals to Woodthorpe Hospital

What motivates me most at work?

I am motivated most by being supportive for internal and external stakeholders and to know that I have helped my fellow referrers no matter how big or small the request.

One thing you are really good at?

Making people laugh and having my frequent soph-erisims which always keeps people smiling, as well as being extremely reliable.

Olivia



ERS & Bookings Team Lead

olivia.bedford@ramsayhealth.co.uk
nottscentral.outpatientbookings@ramsayhealth.co.uk
0115 920 9209 ext 415

Role

- Managing Choose & Book/eRS
- Speaking with patients regarding their appointments
- Manage any ERS issues
- Arrange outreach clinics

What is one thing that you are really good at?

Being organised/prioritising, problem solving, remembering things.

What motivates you at work?

My team, helping staff members & teaching them new things.

Daniella



NHS Contract Lead

nottscentral.outpatientbookings@
ramsayhealth.co.uk
0115 920 9209 ext 208

Role

- Receiving all the IPT's from the local hospitals, NUH, SFH, Lincoln and Derby
- Date the patients for their hospital procedures
- Team leader for Endoscopy services
- Booking patients for their endoscopy procedures, Gastroscopies, Flexi Sigmoidoscopies and Colonoscopies

What motivates me most at work?

I love to see the figures at the end of the day and seeing monthly that I am hitting my targets and getting our patients their procedures booked.

What is one thing that you are really good at?

I am a perfectionist in my work and like to do everything to the best of my ability.

Charlotte



**Outreach Coordinator/
Endoscopy Administrator**

charlotte.burrell@ramsayhealth.co.uk
nottscentral.outpatientbookings@
ramsayhealth.co.uk
0115 920 9209

Role

- Assisting/Chaperoning outreach clinics with consultants
- Administrative duties
- Admin support for Endoscopy services

What are you good at?

I'd like to think I'm good at most things I put my mind to apart from golf I'm terrible at it so I'm taking golf lessons.

What motivates you at work?

What motivates me is wanting to always do better and get further in life so I put my all into my job to achieve that, I think if you're doing well at work the rest of life falls in around it, with the support from my step dad he motivates me to do better in anything I do, not just work! (special shout out to him).

Dawn



Bookings Team Leader - Inpatient

nottscentral.outpatientbookings@
ramsayhealth.co.uk
0115 8511 484

Role

- Booking NHS In-Patient procedures
- Organising Theatre activity
- Dealing with patient queries

What are you very good at?

Tasking my workforce, Communication, Team work and organisation.

What motivates you?

Patient pathway from start to end, attention to detail, motivating the team and building relationships.

Katie



Medical Secretary Team Leader

katie.straw@ramsayhealth.co.uk

0115 9932 022

Role

- Looking after the Medical Secretary Team
- Managing the departments ensuring the clinic letters have been typed and sent out
- Working along side consultants
- Clinic prep

What motivates me most at work?

What motivates me is knowing that as a team we are meeting deadlines and targets on a daily basis and I love mentoring each member of my team.

What are you really good at?

I am really good at multitasking.

Jodie



Private Patient Manager

jodie.ball@ramsayhealth.co.uk

0115 9209 209 ext 293

Role

- Managing a Team of two Private Patient Coordinators
- 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 is one thing you are really good at?

Problem solving!

What motivates you at work?

Helping patients when they are struggling to get answers, ensuring I am helping them as best I can.

Maisie



Private Patient Coordinator

maisie.hunt@ramsayhealth.co.uk

0115 920 9209 ext 219

Role

- Liaise with consultants and internal/external secretaries
- Book self-funding and insured appointments and assist with enquiries
- Book self-funding and insured surgery
- Build quotes for self-funding patients
- Work alongside the Private Patient Manager

What is one thing you are really good at?

I would say I always have a "patient-first" attitude. With working in customer services for most of my life I have learnt to be a very patient person and also a great listener, which helps me in my Private Patient role.

What motivates you at work?

Knowing I have helped many people and been there for them from the start of their pathway.

Maria



**Outreach Coordinator &
Private Patient Coordinator**
maria.burton@ramsayhealth.co.uk
0115 920 9209

Role

- Assisting consultants and ensuring the smooth running of our Outreach Clinics
- Working alongside the private patient team booking appointments & dealing with queries
- Answering the phone and responding to emails

What are you really good at?

Bringing positivity to the team.

What motivates you at work?

Being able to support patients are my colleagues.

Amy



Radiology Administration Assistant
rhc.woodthorpe.radiology@nhs.net
0115 993 2017

Role

My role is to support patients, radiographers, radiologists and consultants with any queries or administration related to Radiology appointments. I have to ensure that all relevant paperwork for radiographers and Radiologists is stored and recorded correctly and liaise with GPs so scans can go ahead.

What are you really good at?

I am good at multi-tasking, adapting to different roles and I pick up new skills or processes quickly.

What motivates you at work?

I am motivated by helping others, whether that be helping patients to have a better experience during care or supporting colleagues in their roles.

Jenny



Radiology Administration Assistant
rhc.woodthorpe.radiology@nhs.net
0115 993 2017

Role

My role is to make sure everything Administration in the Radiology Department is up to date/ worked on in a timely manner. I have to make sure all scan examinations (private & NHS) are booked on each clinic efficiently. I liaise back and forth between Radiographers/Radiologists and Consultants to make sure the patient pathway is as smooth and stress-free as possible throughout their Radiology journey within the hospital.

What are you really good at?

I would say I am good at working under pressure and meeting deadlines to ensure all tasks are up to date and complete within a certain timeframe. I am good at communicating with our patients to ensure they receive the best care with us at Woodthorpe.

What motivates you at work?

I would say a job well done is what motivates me. I like to set myself and the team targets to complete by the end of each day to ensure the workload is managed well. A successful patient pathway is also what motivates me, knowing we are helping patients who are in need of our assistance is the most rewarding part which makes the job worthwhile and gives me more motivation to keep striving every day.

Do you know about the Referral Zone?

Referral Zone, resources for Medical Professionals.

Please access the link below to Woodthorpe Hospital Referral Zone: woodthorpehospital.co.uk/referral-zone.