

# A Week in the Life of one of the Liver Unit's Admin Teams

*Department of Hepatology Admin Team*



## Patients don't always know what our medical secretaries do...

### Monday

#### *It's a new week...*

It starts with all the typing of discharge summaries and letters from the consultant hepatologist of the week – if the week has been normal this won't be too bad. If it's been busy then there will have been a lot of catching up over the weekend.

There's also the Fridays transplant clinic letters to finish typing and all the blood results to get. The consultants like to review these as quickly as possible in case any of the liver tests have changed and patients need contacting about medication or investigations.

Its transplant and pathology team meetings today so there will be minutes to type so everyone knows what's going on.

- ◆ There's the post to open and sort.
- ◆ There's the answerphone messages to act upon
- ◆ And the registrars want us to look into some urgent investigation appointments for them

### Tuesday

This is liver biopsy day. We run the waiting list for this, make the appointments and book the day case beds. For urgent biopsies we telephone the patients to let them know as we know they'll be anxious whilst waiting.

Patients phone about their blood results from the transplant clinic. We know many of our patients as they have been with us for years. We enjoy getting to know them "by phone." There's a lot of post today, much of it is from other hospitals.

### Wednesday

It was a big transplant clinic yesterday and there's a lot to do. There's two big liver clinics today as well.

We have a team meeting with our Manager who wants us to send an information update out to all our post-transplant patients.

The admissions team informs us of patients who need to come in to the ward for cancer treatment or radiology interventions. Half of us have computer training sessions this afternoon to be able to use the latest update to the electronic patient record.

### Thursday

Our manager has been asked to open up an extra clinic for some patients who need to be seen urgently. We do the booking arrangements and contact the patients.

We ensure that the consultants have received all the patient and GP messages this week. Many of their queries we've been able to answer.

The doctors and nurses here often ask for help from local hospitals for patient's test results so as many as possible can be obtained before the clinics. Patients often help as well by contacting us to let us know when they've had tests done, then we can get the results for the doctors to look at.

### Friday

We can start immediately on this morning's clinic because we were able to type up most of the viral hepatitis clinic letters as they came through from the clinic yesterday.

A new doctor started today and she came to find out how to organise a test. We were able to do it for her.

A patient rang asking for a change in appointment time. We phoned them back, with an alternative appointment which suited them. Another one phoned to let us know they had had a baby. They emailed us a photo and we were able to share it with the whole team.



**Leeds Liver  
Unit**