

JOB DESCRIPTION

Post:	Senior Outpatient Appointment Coordinator
Band:	4
Division:	Trust Wide , as specified in the contract
Department:	Trust Wide , as specified in the contract
Responsible to:	Manager
Responsible for:	Role/Team

Job purpose

The post holder will work within University Hospitals Bristol and be responsible for supervising a team of Outpatient Appointment Coordinators to organise a number of outpatient clinics. This will include the receipt and processing of referrals in accordance with the Patient Access Policy, and local Referral to Treatment (RTT) guidance.

The role of Senior Outpatient Appointment Coordinator is to manage the running of outpatient administration services and to resolve escalated issues from staff and/or patients. The role is therefore responsible for setting high standards of patient care by enacting the Trust's values at all times.

Main duties and responsibilities

Communication:

- To support the triaging of referrals by liaising with key clinical staff
- Manage patient communications via telephone and through Trust systems to create letters, emails and text reminders
- To act as a point of contact for queries from clinical and non-clinical staff
- Liaise with clinical and non-clinical teams across the Trust via telephone and email
- Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate
- Communicate changes to clinics and appointments to patients as instructed, often at short notice

Patient Care:

- To show a caring and professional approach towards patients, relatives and carers. This may require acting with resilience to deal with sometimes distressed patients and relatives in an empathetic manner

Organising and Planning:

- Implement the policy for patients who do not attend (DNA) their appointment
- Ensure clinic lists are effectively utilised in discussion with the appropriate clinician and manager, and rebook any cancelled appointment slots
- Governance and validation of RTT and performance data via the effective utilization of operational reports
- To support the investigation of patient complaints and ensure that learning from complaints and incidents is shared within the team
- Attend appropriate meetings as required by the role's line manager

Service Development and Research:

- Attend training courses as required to support personal development and the needs of the service

Finance and Resources:

- Maintain, order and/or receipt stationery and essential items, in line with Trust policies

Leadership and Management:

- Line management of outpatient admin teams which may include overseeing staffing levels, recruiting, managing annual leave, and conducting sickness returns, appraisals, 1-2-1's and team meetings
- To ensure high standards are maintained within the department by monitoring staff performance and conduct whilst motivating, supporting and nurturing your team
- Arrange training and induction of new members of the team to ensure quality standards are set from the offset

Information Resources:

- Receive outpatient referrals from primary care and other sources and register referral details onto the Trust's Patient Administration System in accordance with the Trust's Outpatient Standards
- Create and maintain clinic schedule templates within the Patient Administration System, including cancellation of clinics and alteration of appointment slots
- Arrange pre-operative assessment appointments in a timely manner, checking pre-operative assessment proformas to ensure patients are fit for admission
- Book patient appointments in line with the Patient Access Policy and arrange appointment related services as and when required (E.g. interpreting services)
- Management of appointment reminder system and processing of patient responses received
- To manage and monitor all outstanding appointment requests through the Patient Administration System, resolving any issues where possible and escalating to your manager where required
- To check incoming email inbox(s) on a daily basis to keep up to date with departmental and Trust wide news and information

Other:

- Act with flexibility to utilise skills in other functions if and when appropriate or required by the role's line manager (E.g. other administrative tasks)
- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act 2018 and local Trust policies at all times

General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
 - Does not cause offence
 - To challenge the inappropriate behaviours of others
 - Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy
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Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Job Description completed/reviewed by: Admin Teams Transformation – Standards Workstream Group

Manager's name: TBC on appointment

Date: December 2016

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

Admissions Booking Coordinator

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	Educated to GCSE, grade C or above (or equivalent) in English Language and Maths	✓		A/T
Q2	Business and Administration Level 3 NVQ or equivalent experience	✓		A/I
Knowledge and Experience		Essential	Desirable	To be evidenced by*
E1	Clerical / administrative experience, including filing and/or reception	✓		A
E2	Previous NHS experience		✓	A/I
E3	Experience of using a Patient Administration System		✓	A
E4	Experience of dealing with the public, both on the telephone and in person	✓		A/I
Skills and Abilities		Essential	Desirable	To be evidenced by*
S1	Effective and polite manner when dealing with people, both face to face and on the phone	✓		A/I/T
S2	Able to work under pressure and meet deadlines whilst maintaining a high standard of accuracy	✓		A/I
S3	Ability to work effectively in a busy team, adjust to change and motivate others	✓		A/I
S4	Ability to work on your own, using your own initiative, if required	✓		A/I
S5	Confidence to handle difficult conversations with patients, relatives and carers	✓		A/I
S6	Working knowledge of admission policies and procedures		✓	A/I
S7	Effective organisational skills	✓		A
S8	Good IT skills including Microsoft packages	✓		A/T
S9	Attention to detail	✓		A/I
Behaviours and Values		Essential	Desirable	To be evidenced by*
B1	Respecting Everyone	✓		I
B2	Embracing Change	✓		I
B3	Recognising Success	✓		I
B4	Working Together	✓		I

* **A = Application Form, I = Interview, P = Presentation, T = Test**