

Freedom of Information Request

Ref: 21-612

14 December 2021

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

Please could information be provided regarding the name of systems used for storing and processing data subjects(/patients) that are booked in for dental treatments.

System C - Medway

How does it ensure data qualities?

Standard Trust data quality measures

What policies and standards are followed?

Please see the attached Local access policy standards followed are Cancer standards, RTT pathway

<https://www.england.nhs.uk/?s=cancer+standards+rtt+pathway>

What are staff roles and responsibilities?

Receptionist/Clerical Officer

Main duties and responsibilities

Communication:

- To liaise with wards, clinical staff, GPs and Trust support staff in person, via telephone and email as and when necessary
- To show a caring and professional approach towards patients and visitors when carrying out reception and appointment duties, and when liaising on the telephone
- Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate

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:

- To carry out associated clerical duties, for example maintaining accurate filing systems, receiving post, diary management and scanning patient notes if required
- To keep waiting areas tidy and patient information materials up to date

- To undertake the role's duties in the case of a major incident in your department (E.g. the ED Major Incident Process)
- Attend appropriate meetings, as required by the role's line manager

Service Development and Research:

- To take part in departmental audits and associated duties
- Attend training courses as required to support personal development and the needs of the service
- Assist in training of new members of the team

Finance and Resources:

- If and when appropriate and directed, order and/or receipt stationery and essential items, in line with Trust policies

Information Resources:

- To check and update patient details on arrival and book them into clinic retrieving data from a number of internal and external Patient Administration Systems
- To book patient appointments in line with the Patient Access Policy (PAP), print letters and arrange any appointment related services as and when required (e.g. transport and interpreting services)
- To input outcomes of appointments, including those of patients that did not attend, on the Patient Administration System and other relevant computer systems in a timely and accurate manner according to the relevant Trust standards
- To check incoming email inbox(s) on a daily basis to keep up to date with departmental and Trust wide news and information
- To support the receipt of referrals into the service, as required by the line manager

Other:

- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act 2018 and local Trust policies at all times
- Act with flexibility to utilise skills in other functions if and when appropriate, which might include prioritising and supporting urgent tasks
- To be aware of Service and Trust policies and guidelines and ensure all these are adhered to

Admissions Booking Coordinator
Main duties and responsibilities

Communication:

- To liaise with and act as a point of contact for queries from clinical and non-clinical staff
- Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate

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:

- To monitor, manage and validate active and backlog waiting list data
- To manage patient communications via telephone and use Trust systems to create letters, emails and text reminders
- Implement the policy and investigate patients who do not attend (DNA) their appointment
- To initiate appropriate action to address issues to ensure patients do not breach maximum waiting times and ensure patients are given reasonable notice and choice of admission date in line with the Patient Access Policy
- 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
- Assist in training of new members of the team

Finance and Resources:

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

Information Resources:

- To process inpatient and or day case admissions with patients by telephone in line with the Patient Access Policy, including informing patients of any changes or cancellations to their appointment and re-book their appointment if required
- To record, maintain and update admission information on the Trust's Patient Administration System
- To register patients onto waiting lists and generate all associated paper work in adherence with the Patient Access Policy and Trust Admissions Booking Procedures
- Arrange pre-operative assessment appointments in a timely manner, checking pre-operative assessment proformas to ensure patients are fit for admission
- To book patient appointments in line with the Patient Access Policy and arrange and advise on appointment related services as and when required (E.g. transport and

interpreting services)

- Be responsible for the accurate entry of data to computerised databases, using all computer systems relevant to the role
- To check incoming email inbox(s) on a daily basis to keep up to date with departmental and Trust wide news and information

Other:

- To have a clear understanding of RTT and performance targets and utilise reports effectively
- Act with flexibility to utilise skills in other functions if and when appropriate or required by the role's line manager
- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act 2018 and local Trust policies at all times

Medical Secretary

Main duties and responsibilities

Communication:

- Liaise with and act as a point of contact for clinical and non-clinical staff via telephone and email, as required by the line manager
- Act as a point of contact for patients, relatives and carers. The post holder should be polite and empathetic to the patient's needs at all times and be able to communicate effectively when dealing with difficult situations/conversations
- Return calls promptly, keep callers updated with information, process queries as appropriate and take responsibility so that all relevant people are notified
- Escalate patient queries, capacity problems and general issues to the role's line manager or other relevant staff as appropriate

Patient Care:

- 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 a professional and empathetic manner

Organising and Planning:

- Ensure patient records are up to date and maintained. Trace case notes where necessary, for example to ensure clinical correspondence is filed correctly
- Check and sort investigation reports and pass information onto the clinical team as required
- Carry out associated clerical duties, for example maintaining accurate filing systems, receiving post, diary management and scanning patient notes if required
- Attend appropriate meetings as required by the role's line manager
- Gain an understanding of any other specialties in order to provide support as required and ensure that the Trust's target turnaround times are achieved

- Support the maintenance and updating of all patients' referral to treatment pathways, including outpatient clinic outcomes, results tracking, any waiting list arrangements and associated appointments, as required by the service
- Ensure speciality specific documentation is completed and filed appropriately

Service Development and Research:

- Attend training courses as required to support personal development and the needs of the service
- Assist in training and supporting new members of the team

Finance and Resources:

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

Information Resources:

- Audio type, edit and proof read clinical letters, general correspondence and reports using the Trust's Digital Dictation and Speech Recognition System, ensuring that all correspondence is accurate and despatched within the Trust's target turnaround times
- Achieve the required standard of proofreading/editing using the Trust's Digital Dictation and Speech Recognition System, as specified by the Trust
- Use the relevant computer systems and Patient Administration System (PAS) to accurately input and retrieve patient information, updating demographics where necessary
- 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
- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act 2018 as well as local and Trust policies at all times

Outpatient Appointment Coordinator

Main duties and responsibilities

Communication:

- To support the triaging of referrals by liaising with key clinical staff,
- Manage patient communications both 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 and external organisations including 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 a professional and empathetic manner

Organising and Planning:

- Follow the policy for patients who do not attend (DNA) their appointment
- To manage and monitor all outstanding appointment requests through the Trust's Patient Administration System and escalate any issues immediately to your manager
- Ensure clinic lists are effectively utilised in discussion with the appropriate clinician and manager, and rebook any cancelled appointment slots
- 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
- Assist in training of new members of the team

Finance and Resources:

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

Information Resources:

- Receive outpatient referrals from primary care and other sources and register referral details onto the Patient Administration System in accordance with the Trust's Outpatient Standards
- To book patient appointments by telephone in line with the Patient Access Policy and/or any local booking policies, and arrange or advise on appointment related services as and when required (E.g. transport and interpreting services)
- Be responsible for the accurate entry of data to computerised databases, using all computer systems relevant to the role
- To create and maintain clinic schedule templates within the Patient Administration System, including cancellation of clinics and alteration of appointment slots as and when required and under supervision of line management
- To check incoming email inbox(s) on a daily basis to keep up to date with departmental and Trust wide news and information

Other:

- To have an understanding of RTT and performance targets, and utilise reports effectively

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

Senior Medical Secretary

Main duties and responsibilities

Communication:

- Act as a point of contact for queries from clinical and non-clinical staff
- Liaise via telephone and email with other clinical/clerical teams to action urgent appointments or procedures where necessary, and take responsibility to ensure that all relevant departments are notified accordingly, and an outcome is achieved
- Act as a point of contact for patients, relatives and carers. The post holder should be polite and empathetic to the patient's needs at all times and be able to communicate effectively when dealing with difficult situations and conversations
- Return calls promptly and keep callers updated with information in an effective and efficient way
- Escalate patient queries, capacity problems and general issues to the role's line manager or relevant clinical staff as appropriate

Patient Care:

- 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 a professional and empathetic manner

Organising and Planning:

- Check and sort investigation reports and passing information on to clinical team as required
- Carry out associated clerical duties, for example maintaining accurate filing systems, receiving post, diary management and scanning patient notes if required
- Attend appropriate meetings, training and briefing sessions and take notes as required for feedback to colleagues or formal minutes
- Gain an understanding of any other specialties in order to provide support as required and ensure that the Trust's target turnaround times are achieved
- Ensure the despatch and production of all clinical correspondence is maintained by pro-actively monitoring the Digital Dictation and Speech Recognition system daily, and to escalate delays as necessary
- Daily performance monitoring of Digital Dictation and Speech Recognition clinical correspondence
- Completion of appropriate documentation for other NHS teams as required for onward referrals or shared care
- Maintain electronic records of annual and study leave requests for consultant and

junior doctors according to Divisional or departmental protocol and process claim forms, where appropriate

- Provide administrative support to clinical staff who may undertake specific NHS roles within the Trust e.g., specialty clinical lead, governance lead, where appropriate. This may involve the preparation of reports, presentation packages, attendance at meetings and taking of minutes
- Ensure patient records are up to date and maintained. Trace case notes where necessary, for example to ensure clinical correspondence is filed correctly
- Support the processes and achievement of patient pathway referral to treatment (RTT) targets, using the Trust's electronic systems. This will involve ensuring the efficient tracking and progression of clinical outcomes, investigative reports and other test results, any waiting list arrangements and associated appointments, and escalating issues to clinical staff, as appropriate.
- Ensure patient records are up to date and maintained. Trace case notes where necessary, for example to ensure clinical correspondence is filed correctly

Service Development and Research:

- Attend training courses as required to support personal development and the needs of the service
- Assist in training new members of the team where necessary
- Work closely with colleagues to develop/maintain departmental standard operating procedures

Finance and Resources:

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

Leadership and Management:

- Act as a mentor and support to the team and colleagues
- Allocate and supervise the day to day workload of Medical Secretaries and other staff where appropriate

Information Resources:

- Audio type, edit and proof read clinical letters, general correspondence and reports using the Trust's digital dictation and speech recognition system, ensuring that all correspondence is despatched within the Trust's target turnaround times
- Achieve the required standard of proofreading/editing using the Trust's Digital Dictation and Speech Recognition System, as specified by the Trust.
- Use the relevant computer systems, folders, and the Patient Administration System to accurately input and retrieve patient information, updating demographics where necessary and track the movement of patient case notes between departments. This includes general housekeeping of Digital dictation systems.
- Check incoming email inbox(s) on a daily basis to keep up to date with departmental

and Trust wide news and information

- Maintaining clinical staff diaries where appropriate, including liaison with other secretaries from within the NHS or private sector
- Provide and report on monthly key performance indicators, as required by the Line Manager, and discuss any actions with the team

Other:

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

Senior Outpatient Appointment Coordinator

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

Senior Admissions Booking Coordinator

Main duties and responsibilities

Communication:

- Manage patient communications via telephone and use Trust systems to create letters, emails and text reminders

- To answer any escalated queries from the Admissions Booking Team
- To liaise with and act as a point of contact for queries from clinical and non-clinical staff
- Escalate patient queries, capacity issues and breach details to the role's line manager where necessary

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:

- To assist the Assistant/Deputy Performance and Operations Manager in the achievement of all relevant performance targets relating to inpatient and day case waiting lists, escalating performance issues as appropriate
- To monitor, manage and validate active and backlog waiting list data

- To coordinate all operating theatre bookings for consultant teams, ensuring theatre sessions are booked in accordance with local policies and ensure the efficient use of theatre and bed capacity
- To ensure investigations into any patient who 'did not attend' (DNA) their admission, cancellations and unconfirmed admissions are carried out and that appropriate action is taken in line with the PAP and admission booking procedures
- To initiate appropriate action to address issues to ensure patients do not breach maximum waiting times and ensure patients are given reasonable notice and choice of admission date in line with the PAP
- Governance and validation of RTT and performance data via the effective utilization of operational reports
- 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 admissions admin teams which may include overseeing staffing levels, recruitment, 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:

- To book admissions and related services (E.g. transport and pre-operative assessment) with patients by telephone in line with the PAP, including informing patients of any changes or cancellations to their appointment and re-book their appointment
- To record, maintain and update admission information on the Trust's Patient Administration System (PAS)
- To register patients onto waiting lists and generate all associated paper work in adherence with the PAP and Trust Admissions Booking Procedures
- To analyse, validate and monitor active and backlog waiting lists, contacting patient and GPs by telephone or letter and recording information on the Trust's PAS
- To check incoming email inbox(s) on a daily basis to keep up to date with departmental and Trust wide news and information

Other:

- To be responsible for the completion of a number of Trust reports
- Act with flexibility to utilise skills in other functions if and when appropriate or required by the role's line manager
- Maintain confidentiality and discretion and comply with the terms of the Data Protection Act 2018 and local Trust policies at all times

Approximately how many staff is needed to operate the practice?

26

Is there a Information Technology issue within the organisation?

No

Is IT contracted out to third parties?

No

Is there a governance programme?

Yes

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance

University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust