

## Commissioning, Performance & Intelligence

### JOB DESCRIPTION

#### 1. JOB DETAILS

**Job Title:** Patient Pathway Co-Ordinator

**Grade:** 3

**Division:** Commissioning Intelligence and Performance

**Department:** Access Team

#### 2. JOB PURPOSE

The role of the Patient Pathway Co-Ordinator is to administratively review patient pathways to ensure that patients are treated by clinical priority, in chronological order and are not at clinical risk due to national or clinically determined waiting times being exceeded.

The aim of administrative review is to differentiate between:

- Legitimately longer waits (where it is not in the patient's clinical interest, or the patient chooses to wait)
- To confirm if the patient is on an active/inactive RTT pathway

You will ensure that the waiting list is amended and escalate as appropriate within the specialty's clinical administration team; to ensure that all information has been accurately recorded and that waiting times are a true reflection of the patient's current waiting time.

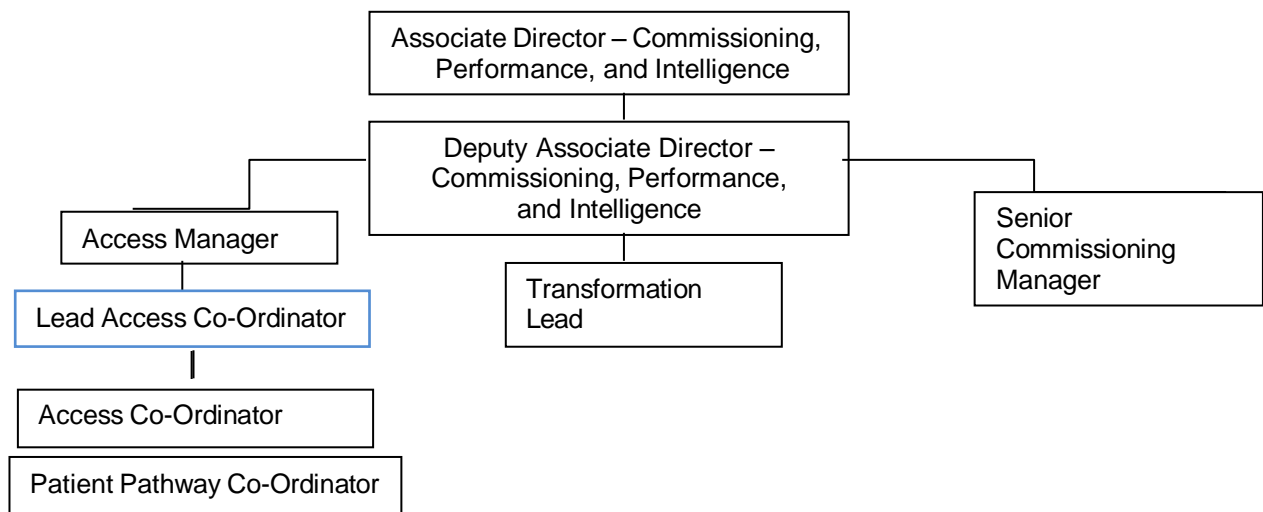
You will update comments onto the Patient Tracking List (PTL) on Radar to ensure that the pathway review can be evidenced. Comments must be clear and concise and provide next steps in the pathway management plan.

Support the implementation of policies and procedures relating to the Access Policy.

Provide a key role in monitoring the referral to treatment pathway, including outpatients, diagnostics and in-patients and overall demand and capacity.

To work with clinical, management and administrative teams to support how they work in the future whilst delivering on national and local expectations.

### 3. ORGANISATION CHART



### 4. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

Experience of waiting list management and understanding of local and national targets.

Knowledge and practical experience of hospital and IT systems including PAS, Galaxy, CRIS, histology and Winpath, knowledge of medical terminology desirable.

Ability to organise and prioritise own workload across a range of areas including outpatients, inpatients, and diagnostics to meet all relevant deadlines.

Knowledge and understanding of both Trust and national access targets in particular the RTT pathways for clinical services.

### 5. KEY RESULT AREAS

Access Team to act as the first point of contact relating to access management, referral to treatment and all wait time targets.

Access Team to act as the first point of contact for patients exercising their legal right to access services within maximum waiting times under the NHS Constitution guidelines.

To act as a role model demonstrating good communication and ensuring robust and open communication.

In conjunction with the Access Co-Ordinator's, work with specialty management teams to ensure patients waiting for appointments and/or treatment are managed in chronological order, within clinical priority and seen or treated within the maximum wait time in line with national guidelines and Trust policy.

Support solutions to areas of concern with regard to data quality, accuracy and/or compliance with NHS targets.

To provide general administrative support.

To respect the confidentiality of all matters relating to their employment and other members of staff.

## **6. COMMUNICATIONS AND WORKING RELATIONSHIPS**

The post holder will need to maintain positive in working relationships with a wide range of staff at all levels within and outside the organisation, including:

- Close day to day working relationship with other members of the Commissioning, Performance, and Intelligence team at all levels.
- Care Groups clinical administration teams.
- Outpatient booking team.

## **7. MOST CHALLENGING PART OF THE JOB**

The post holder will need excellent relationship skills to work effectively to ensure that this work is always undertaken with patients' best interests at the forefront, supported by the Trust's values.

Support administrative processes along the patient pathway to ensure the patient's journey is managed efficiently, smoothly and in accordance with targets and agreed timescales for the Trust.

## **8. OTHER**

- The post-holder must comply with all RCHT Policies and Procedures.
- The post-holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

## **9. JOB DESCRIPTION AGREEMENT**

Job holder's Signature:

Date:

Head of  
Department Signature:

Date:

Title:

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**The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.**

**Person Specification for the post of Access Co-Ordinator – Band 3**

All the requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

Attributes	Requirements		How identified
	Essential	Desirable	
<b>Experience</b>	Demonstrable experience in hospital administration.  Wide experience of using all modules of the PAS.	Experience of waiting list management and understanding of local and national targets.	Application Interview References
<b>Qualifications</b>	Minimum of 2 GCSEs inc English and Mathematics	Good working knowledge of Microsoft Office is desirable.	Application
<b>Practical &amp; intellectual skill (including any special knowledge)</b>	Evidence of excellent interpersonal skills. Able to communicate effectively with staff of different disciplines.  Good knowledge of IT systems used within the hospital.		Application Interview References
<b>Training</b>	Working knowledge of all PAS modules.  Evidence of willingness to train and develop skills and knowledge.	Excel, Word, Maxims, Bluespier, Medisoft.	Application Interview References
<b>Disposition/ adjustments/ attitude</b>	Self-motivated.  Ability to organise and manage own workload and meet deadlines.  Able to remain calm under pressure.  Ability to achieve whilst maintaining sensitivity towards others.  Bright, friendly, and enthusiastic. Able to fit in with the existing members of the team.		Application Interview References
<b>Physical Make-up</b>	Ability to undertake duties.		Interview
<b>Circumstances</b>	Flexible to allow for out of hours meetings. CRB check as satisfactory to the Trust.		Application Interview