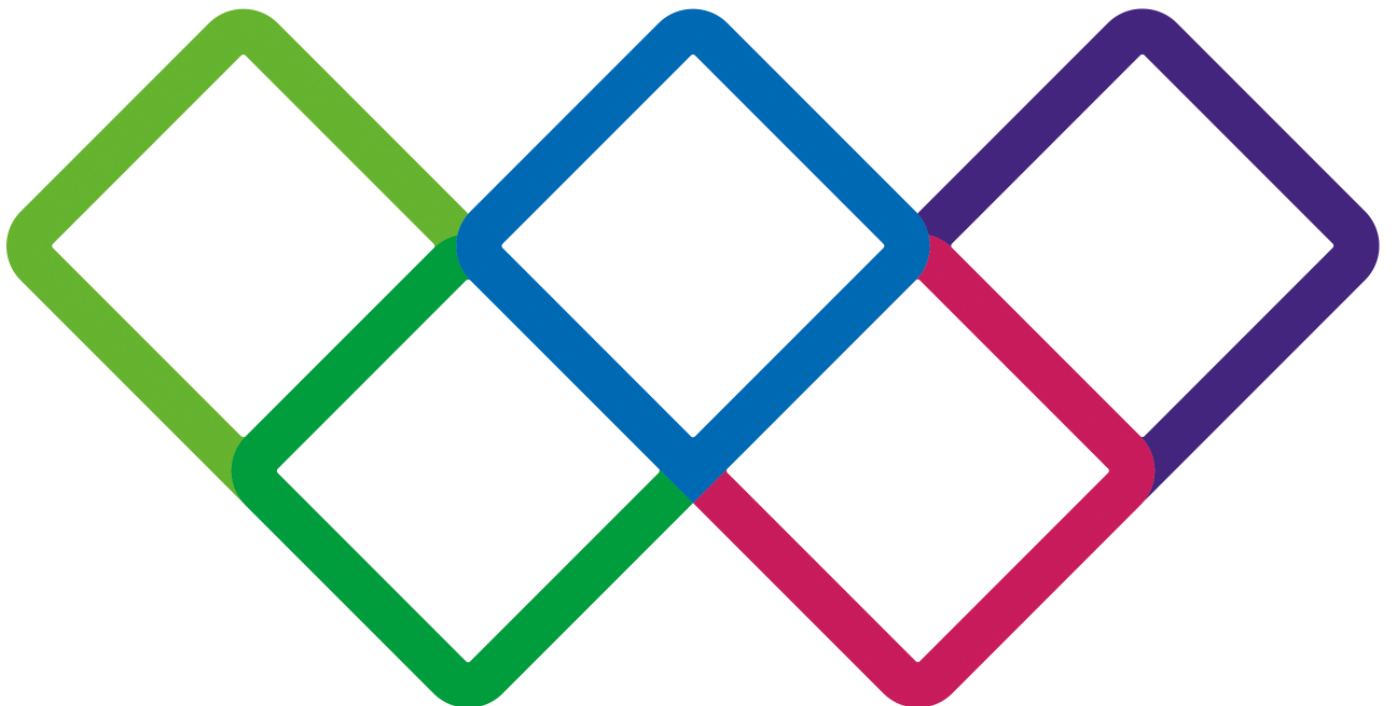




Patient Administrator

CLINICAL SUPPORT SERVICES

JOB DESCRIPTION



About our organisation

Chelsea and Westminster Hospital NHS Foundation Trust provide services from two main hospitals, Chelsea and Westminster Hospital and West Middlesex University Hospital, and a number of clinics across London and the South-East.



We have over 6,000 members of staff that are **PROUD to Care** for nearly one million people. Both hospitals provide full clinical services, including full maternity, emergency and children's, in addition to a range of community-based services across London, such as award-winning sexual health and HIV clinics.

We're one of the safest and best performing Trusts in the country. We're also one of the top trusts to work for – our staff say they're engaged, motivated, and would recommend us as a place to work and receive treatment.

In 2020 Trust was rated by the Care Quality Commission as Outstanding in the well-led and use of resources domains and Good in the safe, effective, caring, and responsive domains. The Trust as a whole was Good, but the Chelsea site was Outstanding.

Our facilities are some of the best in the country. We have been investing around £10 million a year in our estate. We are currently spending £25 million on expanding our adult and neonatal critical care facilities at Chelsea and Westminster and redevelopment of our children's unit at West Middlesex – in partnership with our charity, CW+ and generous donors.

Our priorities

1. Deliver high-quality patient-centred care

Patients, their friends, family and carers will be treated with unfailing kindness and respect by every member of staff in every department and their experience and quality of care will be second to none.

2. Be the employer of choice

We will provide every member of staff with the support, information, facilities and environment they need to develop in their roles and careers. We will recruit and retain people we need to deliver high-quality services to our patients and other service users.

3. Deliver better care at lower cost

We will look to continuously improve the quality of care and patient experience through the most efficient use of available resources.

Our staff

Our staff survey results show that our Trust continues to have high levels of job satisfaction. Striving to improve this even further remains our priority of being an employer of choice. This means not only attracting staff, but keeping them through investment in learning and development, career progression and attention to work/life balance.

Job title	Patient Administrator
Band	3
Division	Clinical Support Services
Responsible to	Patient Administrator
Accountable to	Team Leader
Type of contract	Permanent
Hours per week	37.5
Location	Chelsea and Westminster NHS Foundation Trust

Trust Values

The Trust has launched its values to patients and members of the public to demonstrate the standard of care and experience they should expect from any of our services.

These values form the mnemonic PROUD:

Putting patients first

Responsive to, and supportive of, patients and staff

Open, welcoming and honest

Unfailingly kind, treating everyone with respect, compassion and dignity

Determined to develop our skills and continuously improve the quality of care



**proud
to care**

Job Summary

The post holder will be required to work in **one** of the following areas as indicated in the Job Advert providing cross cover where necessary:

- Clinical Offices
- A&E
- Main reception
- Central Outpatient Booking Team
- Clinical Imaging
- Wards
- Endoscopy

Key working relation relationships

- Administration teams
- Divisional Leads
- Medical and nursing staff

Roles and responsibilities

- Liaise with other departments and teams relating to the patient care pathway and service delivery
- Liaise with consultants and other admin staff regarding patient appointments, referral letters, discharge summaries and health records
- To ensure all correspondence typed by the managed transcription service is matched with correct patient and clinician, any amendments are made, and letters dispatched and filed in medical record.
- Book outpatient appointments
- To perform any admin duties required for specific area of work
- To take and relay as appropriate, telephone enquiries and messages , using initiative and prioritising skills when disseminating information

General

Covid-19 vaccination is a condition of employment for this role, unless an exemption applies. The successful applicant may have contact with vulnerable service users and we will therefore seek proof of being fully vaccinated during the recruitment process.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and his/her manager.

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

Person Specification

Job title	Patient Administrator
Band	3
Division	Clinical Support Services

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

Essential: E Desirable: D

Trust Values	
Putting patients first	E
Responsive to, and supportive of, patients and staff	E
Open, welcoming and honest	E
Unfailingly kind, treating everyone with respect, compassion and dignity	E
Determined to develop our skills and continuously improve the quality of care	E

Education and Qualifications	
GCSE English and maths or equivalent	E
NVQ 2 in office administration or equivalent experience	D

Experience	
Experience of working in an administrative capacity	E
Proven experience of dealing with complex telephone calls	E
Demonstrable experience of maintaining a professional attitude in a pressured environment	E
Experience in working as part of a team	E

Skills and knowledge	
Competent working knowledge of windows based computer systems	E
Excellent communication skills both written and verbal	E
Ability to prioritise and organise work load	E
Ability to use own initiative	E
To be able to work as part of a team	E
Knowledge of filing systems	D
Able to file accurately and pay attention to detail	D
Able to use a hospital Patient Administration System	D
Knowledge of booking appointments	D

Personal qualities	
Excellent interpersonal skills	E
A cheerful and helpful manner when dealing with patients and other staff	E
Work well as part of a team	E
Show initiative and the ability to plan and deliver work to deadlines without close supervision	E
Able to solve problems and work in a logical methodical manner	E
Able to calm difficult situations	E
Smart and professional appearance	E