

Job Description

JOB TITLE	Pathway Support (Waiting List)
GRADE	Band 2
REPORTS TO	
ACCOUNTABLE TO	
DEPARTMENT	
DIVISION	
DATE	November 2021

JOB PURPOSE

To provide a range of clerical support services and general office duties to the department's teams by ensuring that casenotes are complete with relevant documentation and investigation/test results. To ensure patients are contacted in respect of offers of appointment dates and times.

ORGANISATION CHART

See local organisational chart relevant to Business Unit

DIMENSIONS *(Number of staff, budgets, targets)*

Refer to details relevant to Business Unit

KEY RESULT AREAS/Deliverables/Key Activities

- To be the focal point for reception of patients of relatives and carers in order to ensure a high standard of service is maintained at all times.
- Effective liaison with the relevant wards and departments within the hospital and with patients and other health care providers associated with the Consultant, his/her team to ensure a prompt and effective communication system.
- Accurate inputting and updating of patient information.
- Assist in the upkeep of the departmental clinical information and general filing of correspondence.
- To provide support and cover to other areas to the Business Unit/Division and to undertake other duties as requested.
- Deal with queries in a timely manner via the telephone or face to face, escalate as appropriate.
- Contact patients to offer them an appointment – outpatient or daycase.
- Provides overall casenote preparation and maintenance management service.
- Requesting investigation and test results as identified at either the last attendance or on the referral letters and flagging missing items to clinic receptionists.
- Include appropriate clinic outcome form to allow for the outcome of the consultation to be recorded (added to waiting list, discharged etc.) by clinic reception staff.

- Responsible for the regular case note maintenance and accurate filing.
- Responsible for the monitoring / selection of future waiting list patients.
- An understanding of the 18-week RTT process and a knowledge of the Trust Patient Access Policy and an agreement to adhere to these policies according to National Trust Guidelines.
- Working to strict Trust and Government policies and Waiting list management and 18 weeks guideline
- To provide general clerical support as and when required in support of the delivery of the service.

COMMUNICATIONS & WORKING RELATIONSHIPS

Internal

- Management Team
- Colleagues
- Senior and Junior Medical Staff
- Patients, relatives and carers
- Health Records Department
- Outpatient departments
- Wards and clinical support departments

External

- Patients, relatives and carers
- GP's and other senior medical staff
- Representatives from other health providers
- Company representatives.

PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES

	Essential	Desirable
Education, Training and Qualifications CPD Requirements	Good standard of English GCSE or equivalent.	
Experience & Knowledge	Previous customer care experience. Must be IT literate to include Word and Excel or other experience. A recent knowledge and understanding of administrative procedures.	An understanding of the 18 week RTT process. Knowledge of the Trust's Patient Access Policy
Skills and Ability	Standard keyboard skills. Proven accuracy and organisational skills with the ability to prioritise own workload. Ability to work to deadlines.	

	Daily need for light physical effort in the movement of notes.	
Communications and interpersonal skills	Good communication skills to include written, face to face and telephone.	
Values and Behaviours	Flexibility of working hours and duties. Must be a team player	
Other requirements		

	Essential
Communication and relationship skills	<p>Good communications skills. To communicate routine information with members of the team, patients and carers. Responds to internal & external queries verbally and written Able to deal with patients/carers where there may be barriers to understanding e.g. Language, emotional difficulties. Effective liaison with the relevant wards and departments within the hospital and with patients and other health care providers associated with the Consultant, his/her team to ensure a prompt and effective communication system.</p>
Knowledge, training and experience	<p>A good standard of English to GCSE (9-4 or A-C) or equivalent. NVQ 2 in Customer Service or equivalent knowledge and skills. Standard level of IT literacy. Knowledge and understanding of a range of secretarial or administrative procedures. An understanding of the 18-week RTT process Ability to work independently and as part of a team.</p>
Analytical and judgemental skills	<p>Ability to exercise judgment when dealing with patient appointment enquiries/problems. Judgements made in relation to waiting/ review lists, tracing case notes. Books appointments and relevant transport.</p>
Planning and organisational skills	<p>Good organisational skills with a flexible approach to workload. Plan and prioritise own daily workload to ensure that clinic deadlines are met and in the case of note preparation that adequate time has been allowed for the requesting and receipt of investigation/test results and reports.</p>
Physical skills	<p>Standard Keyboard skills.</p>
Responsibilities for patient / client care	<p>Gives non clinical advice to patient's e.g. waiting times and appointments.</p>
Responsibilities for policy and service development and implementation	<p>Adhere to Trust Policies and Procedures. Follow departmental policies.</p>
Responsibilities for financial and physical resources	<p>Use of Office equipment. May need to assist with the stationery ordering.</p>
Responsibilities for human resources	<p>Demonstrates own duties to new members of clinic staff.</p>
Responsibilities for information resources	<p>Accuracy required inputting and updating patient information.</p>
Responsibilities for research and development	<p>Completes audits/staff surveys as part of role.</p>

Freedom to act	The ability to manage own workload senior support available at all times. Works within standard operating procedures. Use own initiative when making appointments.
Physical effort	Word process for a substantial proportion of working time. The ability to lift heavy sets of notes.
Mental effort	Concentration required when booking appointments and responding to telephone enquiries. Work pattern predictable.
Emotional effort	Occasional dealing telephone calls from upset/irate patient in relation to appointments.
Working conditions	Office conditions

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness and Excellence...**



Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research:

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".