

Job Description

Job Title:	Clinic Coordinator
Band:	2
Base:	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
Reports to:	Team Leader/Supervisor/Service Manager
Accountable to:	Service Manager/General Manager

Find out more about working with us:

<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

Job Summary	Working closely and as part of a team with nursing, administrative, medical and management staff, the post holder will be responsible for ensuring the effective day-to-day administration and coordination of clerical procedures and working practices within the service, in line with national requirements and CMG policies and guidelines.
Policy	Follows departmental and Trust policies and procedures
Communications	Communicate with patients and staff regarding appointment timescales in a timely and sensitive manner.

KEY WORKING RELATIONSHIPS

- Administration team and managers
- Nursing and medical staff
- Patients, relatives and carers
- CMG Managers
- Medical Records managers and staff

KEY RESULT AREAS

- The post holder will be responsible for by making sure all relevant paperwork, medical notes and letters are available for patient appointments.
- Prepare patient lists from the relevant information system in advance of the clinic, in line with departmental procedures and timescales, ensuring that all additional documentation, such as x-rays, additional notes, and letters, is requested with sufficient notice to ensure that all relevant information is included in the hospital notes at the patient appointment.
- Adhere to the appropriate guidelines for the overbooking of clinics.
- Search for and request all missing notes in line with CMG guidelines, including information from other hospitals.
- Liaise with Patient Pathway Coordinators, Medical Secretaries and clinical staff in connection with changes to appointments or the taking down or reducing of clinics.
- Deal with queries and enquiries regarding appointments.
- Provide a reception service to the patients attending appointments, utilising the relevant information system to document their arrival, appointment timescales (for instance, time spent in pre-assessment where required), and any outcomes and follow-on actions, at the end of their consultation.
- Check the patient demographic information at the appointment, ensuring that hospital notes and clinical systems are updated accordingly, to ensure an accurate patient record.
- Monitor appointment waiting times, ensuring that patients are informed of any delays.
- To ensure that HRG sheets are completed with correct procedure codes and that diagnostic test requests are dealt with efficiently.

- To be responsible for the timeliness, accuracy and integrity of the data recorded on paper and electronic systems.
- Input/transfer case note data onto the relevant IT system to ensure that case note tracking is complete, accurate and up to date.
- Update the relevant IT system with any suspensions, cancellations and DNAs ensuring any required actions are completed in line with CMG and Trust-wide policies.
- Ensure that all investigation results are signed by a member of the medical staff before filing in case notes.
- Ensure that all case notes and patient records are maintained in good condition, thus preventing the loss, or misplacing, of patient information.
- Follow up any investigations and results not received to prevent unnecessary delays to patients.
- Validate patient information on an ongoing basis to ensure an accurate patient record is maintained.

GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>

Person Specification

Post: Clinic Coordinator
Band:2

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Application/Interview
Training & Qualifications	GCSEs in English and Maths or equivalent, eg NVQ		Application
Experience	Previous experience in an administrative role where patient/customer care was a job requirement. Accurate keyboard skills	Awareness of national policy concerning patient care and developments within the Trust. Previous experience of using computerised information systems	Application/Interview

Communication and relationship skills	<p>Effective team worker</p> <p>Flexible Good verbal and written communication skills.</p> <p>Deals with situations with tact and diplomacy.</p> <p>Able to deal with personal information with sensitivity, always respecting privacy and dignity</p> <p>Able to deal with enquiries where there may be barriers to understanding</p> <p>Ensures professional behaviour and integrity at all times.</p>		Interview
Analytical and Judgement skills	<p>Able to solve problems and take preventative actions, referring to others where appropriate.</p>		Application/Interview
Skills	<p>Data protection and confidentiality.</p> <p>Adheres to policies and procedures.</p>		Interview
Planning and organisation skills	<p>Sound organisational skills - able to work under pressure and prioritise work.</p> <p>Able to meet deadlines.</p> <p>Able to use own initiative.</p>		Application/Interview

	Pays attention to detail and consistently produces accurate work.		
Equality, Diversity and Inclusion	<p>Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.</p> <p>All staff are expected to engage in compassionate and inclusive leadership in the provision of high quality care and interactions with others</p>		Application/Interview