



Job description

POST:	Appointments Co-ordinator – Imaging Appointments Office
BASE:	Chesterfield Royal Hospital NHS Foundation Trust
SALARY RANGE:	Band 3 £22,816 - £24,336
REPORTS TO:	Appointments Supervisor/Assistant Service Lead
ACCOUNTABLE TO:	Service Lead - Imaging

Supporting our vision and values

Our vision: Exceptional patient care provided by exceptional people.

Our mission: To bring our people communities and partners together – providing patient care we can all be proud of., We all play a part in achieving this, by living up to the values we promise to our patients and each other. As members of staff we will always be guided by our Proud to CARE values:

- **COMPASSION** – treating everyone with kindness – welcoming diversity and inclusion, considering individual needs; and challenging inappropriate behaviours outside of our values
- **AMBITION** – Aspiring to be the best – reaching high standards, providing exceptional care and services; and achieving measurable improvements in people's health and wellbeing
- **RESPECT** – Valuing and appreciating everyone – listening, learning and acting on their experiences, being open and honest; and recognising that working with others brings benefits
- **ENCOURAGEMENT**– Opportunities for all – supporting education and development, helping people to bring their improvement ideas to life and speak-up; and getting everyone involved in our future

Leading the Chesterfield Way

The Appointments Co-ordinator is a role within our organisation. Leading the Chesterfield Way supports the Trust's priorities and ambitions - and sets out the behaviours and characteristics that leaders are expected to adopt and that all staff can role model, to make the Trust an even better place to work; and to support the delivery of exceptional patient care. It provides a framework for leadership and supports individual progression through appraisal, career progression and personal development. As an Appointments Co-ordinator you will use Leading the Chesterfield Way and its principles to:

- **Inspire a shared sense of purpose** – encouraging your team to take pride in what they do, improve the care and services they provide; and enable them to understand how they contribute to the success of the organisation
- **Lead with care** - showing colleagues compassion and care by listening - and offering empathy and understanding to help create a supportive workplace
- **Evaluate and use information** - be alert to what is happening around you; and evaluate the information you hear, receive or discover to take actions and decisions that improve both patient and staff experience
- **Work with others to connect services** – using the opportunity to link up with different colleagues, leaders and partners, building relationships that can help everyone to deliver effective and efficient healthcare and services
- **Engage with your team** - respecting every member of staff, valuing their diversity and making sure that every member of your team feels that their contribution is appreciated and valued
- **Hold yourself and others to account** - be clear about what's expected at work, giving honest feedback and acting quickly and fairly to support others who are struggling to meet expectations
- **Develop capability** – take opportunities to develop your own skills, take-up training and education that will help you in your role and keep up-to-date with the essential training that applies to you
- **Influence what happens** – by acting as an ambassador for the Trust, sharing good news and good practice with your team, contributing to debates, having a say and leading improvement – all ways of influencing what happens to our services in the future

Job purpose

To ensure all Imaging referrals are processed in a timely and efficient manner using multiple IT applications including Order Comms/ICE System, Careflow and Radiology Information Systems.

To work within the allocated Government time scale for all appointments.

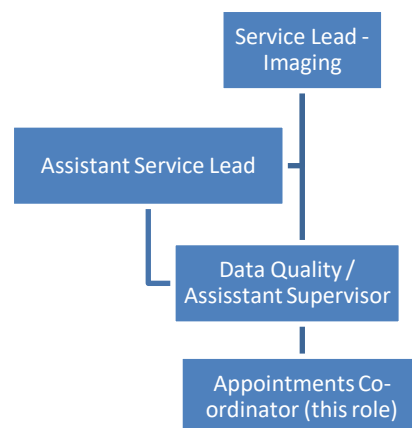
To provide accurate examination information to patients, liaise with Consultants, Radiographer and Sonographers to ensure correct appointment slots are used to maintain a professional and high-quality service.

The Imaging Appointments team

Contributes to the delivery of outstanding patient care by:

- a) Acting in line with the Trust's CARE values.
- b) Maintaining confidentiality relating to patients and the Trust at all times.
- c) Actively participating in the Staff Appraisal Process.
- d) Being familiar and complying with Operational, Personnel, Health & Safety policies and procedures including Fire, COSHH, No smoking or Alcohol.
- e) It is the responsibility of every employee to actively help the Trust prevent and control infection by washing their hands effectively, carrying out their duties in a way which minimises infection, attending appropriate training and maintaining up to date knowledge and skills in infection control and prevention as relevant to their post.

The Team



Key Result Areas

These are the key areas that support the purpose of the job

- Receive and process all Imaging referrals efficiently and timely whilst helping to maintain National and Local standards
- Maintain a good understanding of the Radiology Information System in order to create and locate imaging records to support patient care.
- Register patients on to the Careflow system if no record can be found on RIS system prior to booking an appointment.
- Ensure all appointments are booked on the Radiology Information System (RIS) in accordance with the Standard Operating Procedures of the 18-week RTT pathway for each modality.

Compassion, Ambition, Respect, Encouragement

- Ensure all appointments are fully utilised in accordance with department guidelines to avoid wasted capacity, where Imaging appointment lists are underutilised inform the Supervisor for appropriate action.
- Ensure all referrals are placed on the Radiology lists and then allocate as necessary, examinations for vetting prior to booking an appointment.
- Scheduling and booking appointments for Specialised lists, interpreting the referral request and check the correct preparation is sent out to the patient.
- Liaising closely with and responding to clinical staff across the Department to ensure clinic lists are utilised based on the demand of referrals.
- Liaising with any queries from all stakeholders both internally and externally relating to appointments and activity.
- Ensuring that patients are booked into the appropriate appointment service and liaising with the clinical staff as required, ensuring the clinics run smoothly and effectively.
- Checking Radiologist's electronic calendar for leave, to ensure any clinic closures have been identified to avoid cancellation of appointments.
- Collecting missing demographics details from referral and contacting the referring practitioners directly to ensure completion of the referral documentation.
- Liaise with clinical staff across the Trust to ensure beds are arranged for Day Case patients and appropriate clinical information received prior to the procedure.
- To be aware of patient's needs when booking appointments and make any necessary adjustments to appointment times, travel arrangements and if required, make use of the Interpreting Service.
- To develop and maintain knowledge of all imaging examinations and procedures, to be able to deal with all general enquires about appointment times and exam preparation given, both in person and on the telephone, from patients or hospital staff.
- Ensuring that patient who have either i) request changes to their appointments or ii) have had their appointment changed by the clinicians, are offered appropriate revised appointment dates over the telephone in accordance with the Booking rules.
- Ensuring all short notice reschedules of appointments are done on RIS and followed up with a telephone confirmation with the parent/carer where necessary.
- To always maintain a professional courteous telephone manner.
- To carry out general clerical duties including filing, photocopying and opening and processing post.
- As required use Careflow to track patient notes in and out of the department when required.
- Actively participating in all initiatives to maximise patient attendance and clinic utilisation.
- Establish and maintain good working relationships with other members of staff and departments in the interest of patient care.
- To assist and train any new employee in the Appointments Office, acting as a Mentor across the modalities.
- Actively participating booking appointments across other Trust Sites delivering the CDC service for all modalities for the Radiology Department.
- Liaising with Community Development Centre staff to ensure this service is always covered.
- Attending patients when they arrive checking their details and the type of scan they will be having.
- Manage any changes that occur and affect the CDC service – cancellation of patients, updating electronic appointment diaries for CDC modalities as per instructions from the Imaging Leads.
- Imaging staff liaise with the CDC Appointment Co-ordinators to inform when patients can go over to the mobile Unit.
- Ensuring all standard operating procedures and codes of conduct are clearly adhered to an updated appropriate in line with guidance from the Supervisor.

This job description acts as a guide to the responsibilities of the post holder and will be reviewed in consultation with the post holder and amended to meet changing professional and service needs.

Compassion, Ambition, Respect, Encouragement

PERSON SPECIFICATION

Post Title: APPOINTMENTS CO-ORDINATOR

Assessment Criteria	Essential	Desirable	How Assessed
Qualifications and Training	<ul style="list-style-type: none"> ♦ GCSE A-C (9 – 4) Grade English Language (or equivalent). ♦ ECDL (or equivalent). 	<ul style="list-style-type: none"> ♦ GCSE Maths A-C (9 – 4) Grade. ♦ NVQ Level 3 Customer Service (or working towards). 	<ul style="list-style-type: none"> ♦ Application Form
Experience	<ul style="list-style-type: none"> ♦ 12 months (min) proven previous admin/clerical skills. ♦ 12 months (min) previous experience of dealing with telephone appointments and enquires in a busy environment. ♦ Previous experience of dealing with confidential material 	<ul style="list-style-type: none"> ♦ Previous experience in a healthcare environment. ♦ Previous experience working in a Call Centre 	<ul style="list-style-type: none"> ♦ Application Form
Skills and Knowledge	<ul style="list-style-type: none"> ♦ Ability to prioritise workload. ♦ Ability to work under pressure and remain calm. ♦ Excellent communication skills, with the ability to communicate orally and in writing to staff at all levels. ♦ Customer care skills. ♦ Excellent telephone manner. ♦ Excellent IT/keyboard skills 	<ul style="list-style-type: none"> ♦ Working knowledge of RIS. ♦ Working knowledge of Careflow. ♦ Medical Terminology. ♦ Knowledge of national waiting list and time targets/initiatives. ♦ Understanding of patient care pathway. ♦ Knowledge of the 18 week RTT pathway 	<ul style="list-style-type: none"> ♦ Application Form
Personal Attributes	<ul style="list-style-type: none"> ♦ Awareness of confidentiality. ♦ Ability to work as part of a team as well as using own initiative. ♦ Smart appearance. ♦ Polite and courteous manner. ♦ Able to co-ordinate a variety of duties that run simultaneously. ♦ Shows empathy to patients ♦ Flexibility 		<ul style="list-style-type: none"> ♦ Interview
Demonstrates our Proud to CARE Values	<ul style="list-style-type: none"> ♦ Compassion, Ambition, Respect, Encouragement 		<ul style="list-style-type: none"> ♦ Interview/selection process