

Job Description

Job Ref:	24-069
Job Title:	Patient Pathway Co-ordinator
AfC Pay Band:	Band 4
Number of hours:	30 hours per week
Clinical Unit / Division	Medicine Division
Department:	Gastroenterology
Location:	ESHT
Accountable to:	Liver surveillance nurse
Reports to:	Liver surveillance nurse

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	Careful use of Trust resources
Staff	Not applicable
Information Systems	Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation

Job purpose	<p>This is a new role to support the delivery of a robust surveillance pathway for Hepatocellular Cancer for local East Sussex Healthcare NHS Trust patients.</p> <p>Primary liver cancer is the eighth most common cause of cancer death in the UK and accounts for 3% of cancer related mortality (CRUK). Hepatocellular carcinoma (HCC) is the most common type of primary liver cancer and presents in patients with cirrhosis. The dominant risk factors include cirrhosis caused by alcohol or viral hepatitis, and metabolic or fatty liver disease. There is a strong link with deprivation including homelessness, drug addiction, and obesity.</p>
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	<p>Whilst HCC incidence is increasing in the UK (Burton JHEP reports 2021) survival remains poor with less than 15% 5-year survival.</p> <p>Delivery of a robust surveillance pathway for people at risk of hepatocellular cancer is recognized as an unmet need nationally. Along with other local providers, the Trust is one of six providers funded to deliver a liver surveillance pathway across Surrey and Sussex Cancer Alliance (SSCA). Initial funding for this post within the sets up phase is for 2 years but long-term development and management of a robust surveillance database will be required to quality assure the liver surveillance pathway. This post is part funded by SSCA.</p> <p>Under the direction, guidance and supervision of the Liver surveillance Clinical Nurse Specialist (CNS) and Consultants, the post holder will coordinate the care and monitor surveillance pathways for patients with cirrhosis enrolled in Hepatology HCC Surveillance at East Sussex Healthcare NHS Trust. Key duties will include population and maintenance of the liver surveillance database and preparation of data for quarterly reporting to NHS England. The post holder will also undertake patient pathway co-ordinator duties and have a specific focus to provide direct support for patients to maintain engagement in surveillance pathways ensuring they receive surveillance scans on schedule.</p>
<p>Department Structure</p> <p>To be added</p>	

Communications and Working Relationships		
With Whom:	Frequency	Purpose
Patients	As required	To support patients throughout pathway by responding to queries and maximising engagement with liver surveillance.
Liver surveillance CNS	Daily	To support patients collaboratively. For advice and support and work planning.
Gastroenterology / hepatology consultant	As required	To maximise patient pathway.
Upper Gastrointestinal cancer multidisciplinary team co-ordinator	As required	To ensure good communication and onward pathway if a patient is diagnosed with cancer.
Diagnostic radiology administrative team	As required	To ensure timely ultrasound scan and reporting.
Outpatients administrative team	As required	To ensure timely appointments for clinics.
Primary care teams	As required	To respond to queries.

Key duties and responsibilities

1. Conduct and / or support searches to identify patients who should be on liver surveillance pathway.
2. Co-ordinate and provide administrative support to the clinical teams (and their secretarial staff) to ensure all relevant paperwork and clinical information is available for consultations.
3. Maintain and populate the database for liver surveillance.
4. Identify from the database the next steps in the patients' surveillance pathway in line with target surveillance dates and or clinical need.
5. Ensure method of data sharing with radiology.
6. Develop an understanding of the milestones within the surveillance for liver cancer pathway and relevant national guidance (e.g. NICE).
7. Triage incoming calls, using a risk assessment framework and initiate appropriate response according to protocols and individual pathways, using good communication skills, basic clinical awareness and appropriate tools and

procedures, liaising as appropriate when non-routine and refer clinical decisions to the team for assessment and review.

8. Provide basic telephone advice regarding appointments and test schedules and refer on or signpost to other sources of support (e.g., the British Liver Trust).
9. Support scheduling of liver surveillance clinics.
10. Coordinate the necessary assessments, appointments, or investigations to fast-track people with abnormal results (suspected HCC) in the surveillance programme into the urgent suspected cancer pathway.
11. Track the onward management of any suspected cancer patients diagnosed through the pilot and share relevant data with the designated cancer pathway co-ordinator.
12. Make pre planned outbound telephone calls or text reminders to patients to remind patients of upcoming surveillance scans / laboratory diagnostics, and identify and assist in resolving any barriers to engagement (e.g., booking linked phlebotomy appointments for patients attending for surveillance USS). This will include overcoming barriers to understanding e.g. English not a first language or learning difficulties.
13. Support information delivery. This role may include printing out or emailing patient information assisting people accessing relevant web-based information or signposting to support services.
14. Encourage and support active and healthy lifestyle choices.
15. Monitor patients on surveillance pathways and proactively find resolutions to improve adherence to target surveillance dates. E.g., tracking attendance and DNAs and escalation of patients' overdue surveillance to the CNS and clinical teams.
16. To work with the CNS and lay peer support workers to maintain engagement in the surveillance pathway and to reengage patients with surveillance following a DNA.
17. Identify indicators of need or changes in need through telephone contact and respond appropriately.
18. To identify and proactively find resolutions to barriers to care. Where necessary this may include signposting to social care support or support to access travel costs for individual patients.
19. Ensure timely and efficient transfer of patient information between trusts / clinical teams involved in the patient's pathway.
20. Work in a multidisciplinary team in developing the liver surveillance pilot in line with the department hospital and Cancer Alliance plans.

21. Ensure all health records are appropriately tracked and securely stored in accordance with the health records policy.
22. Identify and suggest improvements that can be made to patient care pathway and / or the patient pathway tracking process.
23. Escalate any issues and breaches of the waiting times standards to relevant management in line with agreed escalation processes.
24. PA duties – diary management and preparation of clinical correspondence for the CNS team.
25. Communicate information that is complex and sensitive pertaining to patients with diagnosed or suspected liver cancer.
26. Responsibility for managing own time and ensuring tasks are completed in the required timeframe. Work autonomously in ensuring patients are tracked and progressed along their pathway accordingly.

Data Collection and Analysis

27. Responsible for collating and updating patient information on the relevant databases in line with local and national policy, to ensure efficient pathway progress. This includes maintaining the accuracy of the data at all times.
28. Working with the operational team and clinical team to analyse target surveillance breaches and report issues to the management team.
29. Document and monitor aspects of care coordination and service delivery for audit and reporting internally and to Cancer Alliance.
30. Support and contribute to audit processes, governance, research, clinical research trials and service development

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:					
Driving		Lifting		Verbal aggression	✓
Use of PC/VDU	✓	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	
Pushing/pulling		Lone working		Providing professional emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement		Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	✓
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	✓
Food handling		Night working		Working in confined spaces (eg roof spaces)	

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.

9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.

Person Specification

Job Title: Patient Pathway Co-ordinator		Grade: Band 4	
Department: Gastroenterology		Date: March 2024	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications GCSE English Language and Mathematics (grades A-C or 4-9) or equivalent NVQ level 4 administration / business or equivalent experience and knowledge	AI	Evidence of continued role development	AI
	AI	Coaching or teaching qualification	AI
Experience Experience of multi-professional working Experience in the use of data management Evidence of good communications skills Understanding of person-centred care Understanding of the health and social care environment	AI	Relevant health or social care experience at AfC Band 3 or equivalent	AI
	AI	Experience in coordinating a patient workload	AI
	AI	Experience of coach/teaching patients and carers.	AI
	AI	Awareness of Improving Outcomes: A Strategy for Cancer and other national cancer policies	AI
	AI	Knowledge of relevant terminology	AI
Skills / Knowledge / Abilities Ability to communicate both verbally and non-verbally on a daily basis with people at all levels Good keyboard and IT Skills with working knowledge of Microsoft Office Able to use own initiative and work independently Ability to prioritise and organise own workload Good observational skills	AI	Ability to retrieve information from a wide range of sources and indifferent formats.	AI
	AI		
	AI		
	AI		
	AI		

Practical problem-solving skills	AI		
Ability to work within a team	AI		
Ability to motivate self and others	AI		
Flexible attitude to working	AI		
Accurate written communication of information	AI		
Ability to show empathy and understand the difficulties faced by people with liver disease	AI		
Ability to ask sensitively about information needs	AI		
Other			
Reliable work record	AIR		
DBS clearance if applicable	T		
Evidence that personal behaviour reflects Trust Values	AIR		

Managers Signature

Date

Postholder's signature

Date