

JOB DESCRIPTION

Job Title:	RECEPTIONIST / BOOKING CO-ORDINATOR
Base:	WYCOMBE GENERAL HOSPITAL
Agenda for Change banding:	BAND 2
Hours of Work:	37.5 HOURS PER WEEK
Details of Special Conditions:	
Managerial Accountability & Professional Accountability	

MAIN PURPOSE OF THE POST

To undertake reception and clerical duties, provide an accurate and efficient data entry service of patient information within the Women's Services Outpatient Department. Support the midwifery and medical staff as appropriate.

RESPONSIBILITIES

1. Arrange all Obstetric and Specialist Gynaecology clinics, ultrasound appointments, using the CareFlow, Soliton and eRS systems. Ensure all NHS targets and Government waiting list deadlines are met and inform the line manager if the deadlines cannot be achieved.
2. Work closely with the midwifery/nursing staff to ensure the smooth running of all outpatient clinics held in the Antenatal & Gynae Clinic area at Wycombe General Hospital.
3. Where required book transport and translators.
4. Liaise closely with the Community Midwives, retrieving and filing patient information into the case notes as requested.
5. Register, collate and enter onto the computer system all patient held records as well as collecting and filing of all in-patient books.
6. Gather, input and amend data on the CareFlow system including registering new patients.
7. Contact GP surgeries for data relating to eRS referrals.
8. Retrieve, where necessary all previous patient medical records.

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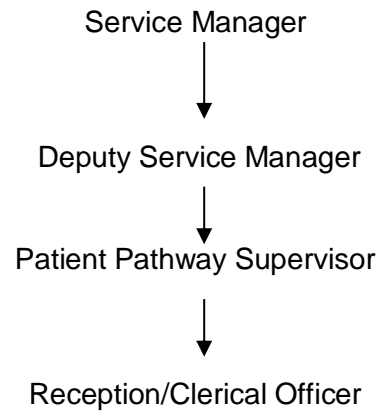
9. Undertake filing of all relevant patient medical records to include both in-patient and postnatal books and any other records maintained by the department.
10. Respond accurately and efficiently to requests from other departments for patient medical records, including accurately tracking of case note movements on the computerised system.
11. Retrieve and file individual patient medical notes as requested, ensuring all relevant documentation and records are available.
12. Provide reception cover within the busy Antenatal & Gynae Clinic area at Wycombe General Hospital, greeting patients and their families and all other visitors.
13. Deal with frequent enquires from a variety of sources whilst maintaining a professional and fully functional reception service.
14. Answer the telephone and deal with enquiries as appropriate within a reasonable timescale.
15. Open incoming mail and take appropriate action. Outgoing post also needs to be prepared daily.
16. Any other duties, clerical or otherwise, which are commensurate with the role of this post.
17. Co-ordinate annual leave and provide cover for other reception staff when they are on annual or short-term sick leave.

ORGANISATION CHART

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ADDITIONAL INFORMATION

Trust Values



Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

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COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, are being rescinded from 15 March 2022. If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but this will not impact your offer of employment.

Safeguarding of children and vulnerable adults

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

Governance

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

Information Management/ Data Quality

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

Freedom of Information

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Travel to other sites

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

Smoking statement

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

General

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.

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