

Job description

Position	Emergency Department Clerical Co-ordinator
Grade	Band 3
Location	Emergency Department
Hours	37.5 hours per week
Responsible to	Emergency Department Reception Supervisor
Accountable to	ED Service Manager

Our Organisation

The Princess Alexandra Hospital NHS Trust (PAHT) provides a full range of general acute, outpatient and diagnostic services at The Princess Alexandra Hospital in Harlow, the Herts and Essex Hospital in Bishop's Stortford, and St Margaret's Hospital in Epping.

We employ 3,500 staff and serve a local population of around 350,000 people living in west Essex and east Hertfordshire, centred on the M11 corridor and the towns of Harlow, Bishop's Stortford and Epping. Our extended catchment area incorporates a population of up to 500,000 and includes the areas of Hoddesdon, Cheshunt and Broxbourne in Hertfordshire.

Our Values

The Princess Alexandra Promise to our patients as identified by our 3 values which will contribute to improving our patient experiences:

Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts

Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both

Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care

The Trust believes in investing in all our staff and rewarding high standards of care whilst building for excellence and in return we expect our staff to uphold the Trust values to the highest level.



Job summary

To assist members of the general public and staff throughout the trust by being polite and efficient at all times. To input demographic and clinical information into the A&E data system as well as on to the Electronic Patient Record (COSMIC). To maintain high standards within our filing system to enable easy access to patients Casualty Cards as and when required. To answer telephone enquiries quickly, professionally and to be polite at all times.

Scope and range

- To register patients who attend the department, efficiently and accurately with the utmost confidentiality and deal with all phone calls in a professional manner.
- To maintain high standards of record keeping, within patient's hospital notes and the department's filing system.
- To liaise with all departments within the hospital and also with outside organisations such as GP surgeries, dentists, other hospitals etc, in the best interests of our patients.
- To provide a professional, customer centred reception service to patients attending the Princess Alexandra Hospital NHS Trust's UEC Reception areas as operationally required.
- To be flexible to work within a range of areas within UEC.
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Duties and responsibilities

- To assist members of the general public and staff throughout the Trust by being polite and efficient at all times;
- To input demographic and clinical information into the COSMIC system
- To maintain high standards within our filing system to enable easy access to patients casualty notes, as and when required;
- To answer telephone enquiries quickly, professional and to polite at all times.
- To support nursing staff with administrative duties for all areas
- To register patients who arrive in the Emergency Department, either as a self-referral, GP or have arrived by ambulance. Updating all demographic details as necessary and ensuring that confidentiality is upheld in accordance with the Data Protection and the Access to Health Records Acts
- To ensure that the assessment nurse is aware of any patients that need to be seen as a matter of priority due to their presenting condition
- To make up sets of notes for patients being admitted to a ward or SDEC appointments, to check all the demographic information in the notes corresponds with the information on the computer and to change this information if required.
- To ensure notes are retrieved from Medical Records, where available, and that all records are tracked appropriately.
- To book hospital transport for patients, as directed by the nursing team.



- To ensure that the correct information is given to us by the authorising doctor when arranging the transport;
- To ensure that any patients who attend the department, and have not been resident in the United Kingdom for 12 months, complete an IGA form
- To retrieve patients most recent attendance if patient has re-attended with the same/similar problem
- To make all Fracture Clinic appointments and ensure that the patients are aware of their appointment
- To liaise with various internal departments and external agencies to ensure the organisation of timely discharges
- To send scanned copies of patient notes to other departments, GP surgeries and other hospitals when requested, ensuring that Data Protection guidance is adhered to at all times
- To ensure that the A&E Casualty cards are filed correctly in the filing cabinets and that a tracer is used to replace a card when it is removed.
- To ensure that all stock in all Reception areas is replenished at the end of each shift and to inform the receptionist in charge of stationary if stock are running low;
- In the event of a Major Incident being declared, the ED receptionist is to follow their designated responsibilities as detailed on their action cards.
- To ensure that all office equipment is maintained and to report any faults on any of the machines including the photocopiers, printers and PCs to the appropriate departments
- To ensure that all mandatory training days are attended on a yearly basis including Information Governance, manual handling and fire training
- To be aware of and to adhere to the responsibilities of the Health/Safety at Work Act and the Data Protection Act at all times
- To ensure that the reception areas and the waiting area is kept tidy at all times and to inform the departments domestic of any spillages etc.
- To inform all staff of any security incidents that may occur in the department and to bleep the security staff if needed.
- To complete a Datix incident report form, where necessary
- To assist within the Majors clinical area and support the Nurse in Charge, as directed.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and the manager. All duties must be carried out under supervision or within Trust policy and procedure.



Person specification

Position	Emergency Department Clerical Co-Ordinator
Grade	Band 3

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview. Essential: E Desirable: D

Trust values	
Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts	E
Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both	E
Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care	E

Education and qualifications	
GCSE or Equivalent	E
NVQ level 2 or Equivalent	E

Experience	
Previous Clerical/Admin Experience	E
Understanding of patient confidentiality	E
Understanding of Data Protection act	E
Record Keeping / Data entry Experience	E
Previous NHS clerical experience	D

Skills and knowledge	
Good communication and interpersonal skills	E
Ability to work efficiently and under pressure	E
Able to work autonomously and as part of a team	E
Computer Literate	E
Customer Service Skills	E



Personal qualities	
Calm under pressure	E
Tact and diplomacy	E
Ability to work in a team	E