



Moorfields  
Eye Hospital  
NHS Foundation Trust



# Job description and person specification

Outpatient Clinic Coordinator

## Job description

Job title:	Outpatient Clinic Coordinator
Department:	Moorfields City Road
Grade:	Band 3
Responsible to:	Outpatient Supervisor
Accountable to:	Assistant Service Manager

## Working relationships:

Internal	External
Directorate Managers, Outpatient teams, Admissions, Booking Centre, Health Records, Medical Secretaries, A&E, Health Care Professionals	Patients

## THE POST – Job summary

- To provide effective clinic management, reducing over-booking of clinics and helping to ensure a positive experience for patients.
- To provide a professional, comprehensive and efficient reception and administration service to the Trust's outpatient clinics based at Moorfields, City Road.
- To promote a positive image of the Trust's outpatient services through the provision of excellent customer service to patients, relatives/carers and external stakeholders, demonstrating a commitment to putting patient care first.
- To ensure high standards of data entry and quality are achieved and sustained across all services, in both paper and electronic record-keeping.
- To ensure adherence to the Trust's Access Policy at all times.
- To work as part of a large administrative team and provide cross- cover as and when required.
- To actively reduce the number of hospital appointments not attended by confirming follow-up appointments with patients face-to-face where possible.

## MAIN RESPONSIBILITIES

### Clinic Management:

- To manage designated clinics in line with agreed clinic profiles, reducing over-booking and ensuring that patient numbers are adjusted to clinician availability.
- To liaise with the responsible clinician to provide regular updates regarding the status of their clinic profiles, in an agreed format.
- To use a variety of systems to monitor clinics and clinician availability.e.g. PAS, safe staffing
- To provide a high standard reception service and general administrative support to designated outpatient clinics, being a first point of contact to patients.
- To identify all patient AIS requirements and record the data accurately on the Trust's electronic system.
- Ensure clinic digital screens and whiteboards are updated with the correct and most recent information.
- Accurately record the patient's attendance in clinic and time of departure.
- Register patient details on the electronic system as they arrive at the A&E desk.
- To process notes in the A&E department in the timeframes required.
- Record outpatient outcomes updating Referral To Treatment (RTT) status, and where appropriate, outpatient procedure coding promptly for every patient.
- To book and reschedule appointments as required including the booking of appointments for diagnostic purposes in liaison with the appropriate departments, including the booking centre and the call centre.
- Ensure follow up appointments are booked according to agreed Key Performance Indicators and in line with treatment protocols.
- To provide patients with up to date information relating to waiting times in clinic.
- Ensure all appointment cancellations and alterations are correctly recorded and highlight any issues identified with appointment bookings to clinicians working in accordance with the Trust's Access Policy.
- Ensure all clinics are 'cashed' accurately and promptly on electronic administration systems within agreed Key Performance Indicator standards.
- Track all patient Health Records appropriately to the relevant service, using the electronic case note tracking system.
- Respond to appointment requests and other queries via email from clinicians promptly.

- To liaise with the clinical and nursing teams working in clinics to keep them informed of any problems that may impact on the running of the clinic and ensure clinic capacity and resources are optimised.
- Ensure patient information is obtained and recorded on Trust electronic systems and that this is checked regularly and updated both electronically and in the patient's health record, as evidenced through data quality audits.
- Maintain a good knowledge of RTT and apply this to appointment bookings where appropriate.
- Prepare notes for clinic and transport to and from clinics as required.

**Clerical Duties:**

- To adhere to all agreed Key Performance Indicators for data quality, providing exception reports where these are not met.
- Respond to telephone enquiries from patients and staff promptly and in a courteous and professional way, adhering to service guidelines and standards. It is expected to deal with concerns as appropriate in order to maintain the efficiency of the service.
- Respond accurately to patient queries regarding their treatment pathway, explaining in simple terms where required, referring to relevant colleagues where required.
- To arrange transport bookings for patients as necessary.
- To book translators for patients where required and provide correspondence to patients in the most appropriate format in line with Accessible Information Standards (AIS).
- Provide administrative support for clinicians where required.
- Ensure letters, reports and results are filed accurately within patient health records.
- Assess patient eligibility for NHS treatment in accordance with Department of Health and Trust policies and procedures.
- Participate in the induction and training of new members of staff within the team, sharing knowledge and expertise of the administrative processes, functions and specialty specific knowledge.
- Participate in a rota system to provide cross-cover for other members of staff within the team to ensure consistent and effective service is maintained during periods of annual leave/sickness.
- To assist patients with using the electronic self check-in kiosks where required.
- Open, sort and distribute incoming mail.
- Attend mandatory training required for administrative staff to ensure compliance with the Trust Mandatory Training Framework including participating in annual performance and development reviews.

- Adhere to the Trust's values; 'The Moorfields Way' at all times.
- To undertake any other duties designated by the Outpatient Supervisor or Assistant Service Manager which are commensurate with the grade.
- To actively participate in any training and development identified.

## WORKING PATTERN

37.5 hours per week between 0800 -2000 Monday to Saturday based on a roster system

We reserve the right to vary your normal hours in order to cover evening and weekend clinics and those clinics which finish after 2000.

We reserve the right to vary your normal hours of work and will, whenever possible give you reasonable notice of any variations. If the service requires it, you may be included in a rota system to cover extended hours.

## GENERAL DUTIES

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Trusts Information Governance Policy. The policy sets out the accountability and reporting arrangements for Information Governance in the trust and how assurance is provided that the Trust continues to meet at least the minimum standards of information governance compliance required by the NHS Information Governance Toolkit.
3. Disclosure and Barring Service (DBS) (formerly CRB) checks are now a mandatory part of the NHS Six Recruitment Check Standards for all staff whom, in the course of their normal duties, may have regular access to patients and children and/or vulnerable adults. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant and an unspent conviction will not necessarily bar applicants from being considered for employment. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act which outlines that convictions never become 'spent' for work which involves access to patients. Failure to disclose any 'unspent' convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a Code of Practice for organisations undertaking DBS checks and the trust has developed its own DBS policy in line with the guidance

4. The trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
6. The trust is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
7. The trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.
9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the trust's infection control manual, this includes the 'bare below the elbow policy'. Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean/decontaminated as instructed by manufacturers and in line with the infection control/guidelines protocol and policy.
13. Any other duties as designated by your manager and which are commensurate with the grade.

Please note: The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

## Person Specification

Requirements	Essential / Desirable	How Tested
<p><b><u>Education / Qualifications</u></b></p> <ul style="list-style-type: none"> <li>• Educated to GCSE level (including English and Maths to GCSE A-C), or equivalent qualifications.</li> <li>• Evidence of continuing education and development</li> </ul>	<p>E</p> <p>D</p>	<p>A/I</p> <p>A/I</p>
<p><b><u>Experience</u></b></p> <ul style="list-style-type: none"> <li>• Administrative experience</li> <li>• Experience of working in a busy and demanding customer facing role</li> </ul>	<p>E</p> <p>D</p>	<p>A/I</p> <p>A/I</p>
<p><b><u>Knowledge / Skills / Abilities</u></b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of MS Office IT software packages (eg MS Excel, Word).</li> <li>• Appreciation and awareness of the data protection act</li> <li>• Ability to work within a team in a multi-disciplinary service, maintaining an excellent working relationship with staff at various levels.</li> <li>• Excellent oral and written communication and interpersonal skills</li> <li>• Ability to work independently and take responsibility for day to day workload</li> <li>• Ability to work under pressure and to deadlines</li> <li>• Ability to prioritise</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

<p><b><u>Personal qualities</u></b></p> <ul style="list-style-type: none"> <li>• In accordance with the Trust's values: <ul style="list-style-type: none"> <li>- caring</li> <li>- organised</li> <li>- excellent</li> <li>- inclusive</li> </ul> </li> <li>• Resilient</li> </ul>	E	A/I
<p><b><u>Other requirements</u></b></p> <ul style="list-style-type: none"> <li>• Flexible approach to working hours to meet the needs of the service</li> </ul>	E	A/I

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)

