

Job Description

Job title: Booking Officer

Band: 3

Department: Contact Centre

Hours: 37.5

Reports to: Operational Booking Manager, Contact Centre

Work base: Yeovil District Hospital

Job Summary

JOB ROLE

Under the guidance of the outpatient management team, the Contact Centre booking officers will liaise with Consultants and their teams to ensure patients receive timely and appropriate appointments according to their care pathway, national and local targets and the Trust Patient Access Policy.

The booking officers will be the first point of contact for patients and service users providing an in depth knowledge of outpatient scheduling procedures for their speciality for Yeovil District Hospital and Community Hospitals.

The booking officers will provide a full and comprehensive administrative service for the management of outpatient appointments.



MAIN DUTIES AND RESPONSIBILITIES

1. Provide a courteous and efficient point of contact both face to face and over the telephone in line with iCARE principles, which will include patients and external NHS establishments.
2. Be responsible for the booking of outpatient and all associated appointments according to clinical urgency and length of wait and in accordance with national and local targets, departmental procedures and Trust Policies.
3. On a daily basis, action eReferrals (eRS) and suspected cancer referrals ensuring that these are actioned on TrakCare and that associated correspondence is sent.
4. Ensure that any diagnostic tests (visual fields, flow tests, audiology, X-Rays etc.) are booked prior to outpatient appointment to ensure the smooth running and efficiency of the patient's outpatient consultation
5. Action requests received via email (from the Trust's electronic confirmation/reminder/rescheduling service) in a timely manner.
6. Ensure that departmental standards are met for patients receiving notification or acknowledgement of their appointment.
7. On receipt of all new referrals ensure that the vetting process has been followed in line with departmental guidelines liaising with the referral management centre as required.
8. Ensure that each patient's individual needs are met i.e. appropriate support is in place for their appointment, such as interpreting support.
9. Manage internal and external telephone calls to the department in a professional and helpful manner.
10. To work flexibly as part of the Contact Centre team maintaining efficient systems and processes relating to outpatient appointments including maintaining accurate records on TrakCare, eRS, ASI's and NHS Spine.
11. Responsible for the management of all referrals via eRS, deciding most appropriate specialty/consultant and the best route for vetting.
12. Responsible for dealing with eRS rejections and issues. Communicating back to GPs on rationale and recording appropriately on eRS and TrakCare.
13. Responsible for maintaining displaced appointments and appointments for booking on a daily basis.
14. Work to resolve all eRS problems finding solutions to changes and/or consultant requests, ensuring all requested diagnostic tests are scheduled appropriately within target.
15. Identify potential capacity issues and short notice cancellations, including suspected cancers breaches/urgent upgrades, and attempt to resolve where possible; or escalate to the Contact Centre management team.



16. Record issues e.g. capacity and short notice cancellations, on the issues log, including actions taken to resolve.
17. Cancel patient appointment dates as requested and ensure they are re-scheduled in accordance with Trust Access Policy. Ensure that both patient and clinic cancellations/changes are recorded appropriately on all Trust IT systems and communicated to relevant parties/departments.
18. Take part in RTT validation as and when required for non-admitted pathways.
19. To have a clear and up to date knowledge of the Access policy together with the rules and protocols of the service and how they should be applied.
20. To assist the coordinator in investigating any complaints or incidents that may arise in relation to appointments.
21. Develop effective working relationships with all staff groups to ensure that the outpatient Access team achieves optimum results.
22. Ensure that all health records are appropriately traced, distributed as appropriate and securely stored whilst in the department in accordance with the health records policy.
23. Undertake any training required to complete the tasks associated with the job role. Attend and be involved in meetings relating to any improvement projects and undertake additional admin tasks as directed.
24. Provide cover for colleagues during periods of planned Annual leave and sickness as required.
25. Delegate duties to Booking Assistants as appropriate

Review of Job Description

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies.



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • 5 GCSEs or equivalent qualifications including English Language Grade A-C. • NVQ level 3 in Business Administration or Customer Service or equivalent qualifications or relevant experience. 	
Experience	<ul style="list-style-type: none"> • Proven experience of providing customer focussed service. • Proven experience in an administrative role. • Proficient IT skills including keyboard skills and experience of Microsoft packages. • Proven experience of effective communication including with distressed, anxious or angry individuals and able to escalate where appropriate. 	
Personal qualities	<ul style="list-style-type: none"> • Ability to develop and maintain professional working relations with colleagues. • Ability to plan, organise and prioritise workload in a methodical manner. • Ability to give clear instructions to members of the team. • Ability to meet daily work tasks and deadlines. • Good concentration skills and attention to detail and ability to problem solve. • Able to work on own initiative 	
Special requirements	<ul style="list-style-type: none"> • Able and motivated to be flexible to the requirements of the service need. • Required to spend a considerable period of working day sitting in front of a VDU 	



Internal	External
<ul style="list-style-type: none"> • Contact Centre Team Members • Clinical Teams • Nursing Staff • Ward Staff • Medical Records/Clinic Prep • Medical Secretaries 	<ul style="list-style-type: none"> • Patients/relatives/visitors • GP Surgeries • Community Hospitals • Referrals Management Centre • Interpreting Service

Budget holder: No

Line management responsibility: No

Updated: May 2023

