

SHAPE YOUR STORY

Recruitment Information Pack



Patient Pathway Coordinator
Neuroscience



Our Vision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
W WELCOMING	<ul style="list-style-type: none"> Introduce yourself by saying "Hello, my name is ..." Smile and acknowledge the other person(s) presence Treat others as you would wish others to treat you Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors
E ENGAGING	<ul style="list-style-type: none"> Get involved in making improvements and bring others with you Encourage feedback from patients and colleagues and respond to it Acknowledge efforts and successes; say thank you Use feedback to make improvements, and empower colleagues to do this without needing to seek permission Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable
C COLLABORATIVE	<ul style="list-style-type: none"> Give time and energy to developing relationships within and outside own team Demonstrate pride in Team Barts Health Respect and utilise the expertise of colleagues Know your own and others' part in the plan
A ACCOUNTABLE	<ul style="list-style-type: none"> Always strive for the highest possible standard Fulfil all commitments made to colleagues, supervisors, patients and customers Take personal responsibility for tough decisions and see efforts through to completion Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing Do not pretend to have all the answers; actively seek out those who can help
R RESPECTFUL	<ul style="list-style-type: none"> Be helpful, courteous and patient Remain calm, measured and balanced in challenging situations Show sensitivity to others' needs and be aware of your own impact Encourage others to talk openly and share their concerns
E EQUITABLE	<ul style="list-style-type: none"> Value the perspectives and contributions of all and ensure that all backgrounds are respected Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out Work to enact policies, procedures and processes fairly Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them



Job Particulars

Job Title	Patient Pathway Coordinator
Pay Band	Band 4
Location	The Royal London Hospital
Reports to	Senior Patient Pathway Coordinator
Responsible to	Assistant Service Delivery Manager

1. Job Purpose

The Patient Pathway Coordinator will actively manage the administrative processes attached to patient pathways and consultant led outpatient clinics for ensuring a smooth and efficient service for both the multidisciplinary team and patients in order to deliver a high-quality administration service, a positive patient experience and excellent customer service.

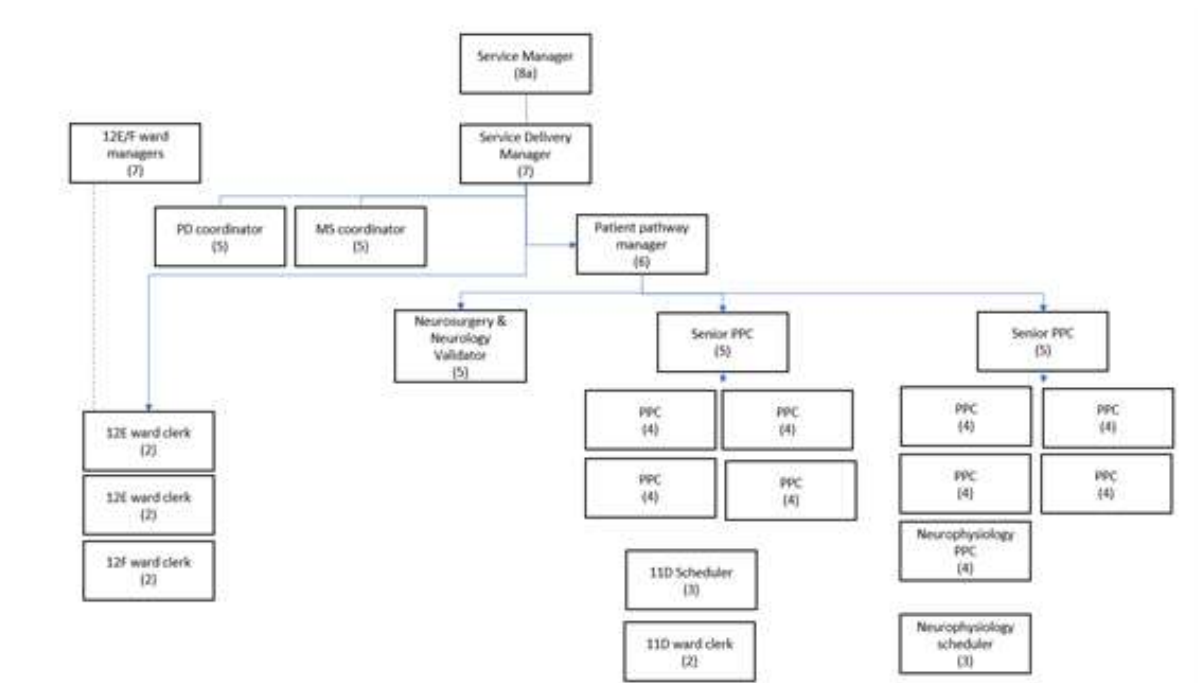
Our Patient Pathway Coordinators are vital to ensuring in conjunction with outpatients and booking staff, that patients are scheduled in accordance with principles and target waiting times as set out in the NHS constitution for both cancer and RTT, taking action to expedite patient pathways where necessary.

2. Key Working Relationships

Internal	External
Patient Pathway Manager	Patients/Relatives/Carers
Patient Pathway Coordinators	Referring Hospitals
Clinical Staff	GPs
Service Delivery Manager/Service Manager	Community Teams
Validation Team	Diagnostic Centres
Diagnostic Team	Others Trusts/Healthcare Providers
Admission Schedulers	
Central Appointments	
All other clinical and non-clinical departments	



3. Structure Chart



4. Key result areas

To provide administrative support to the consultants, clinical and admin and clerical teams within the Neuroscience Department and will also act as a named point of contact for patients under the care of the specialty team.

5. Main duties, responsibilities and results areas

Coordinator Care

1. Provide an efficient and effective administrative service to a multidisciplinary team
2. Actively manage administrative processes and coordinate care associated with patient pathways and clinics including validation, booking appointments and solving queries that arise.
3. Responding to internal/external queries relating to patient care
4. Ensure the 18 week access and other quality targets are met, identifying potential delays and escalating this to the Patient Pathway Manager.



5. Be a key contact in providing patients with access to healthcare professionals, information on appointments and assisting with other queries.
6. Manage clinic profiles to ensure capacity is used efficiently, including regular monitoring of clinic utilisation and use of corrective actions on CRS (the Trust's patient information system) when required.
7. Regular monitoring of uncashed clinic and outcomes
8. Regular monitoring of clinic utilisation
9. Be responsible for the provision of an efficient and effective secretarial service to a multidisciplinary team, including implementation of digital dictation/voice recognition services and quality assurance of documents and their distribution. Work closely with the multidisciplinary team to ensure all correspondence is dealt with quickly and efficiently.
10. Undertake small amounts of typing when letters fall outside the remit of G2.
11. Printing clinic letters
12. Implement Standard Operating Procedures (SOPs) and contribute to the development of SOPs.
13. Provide cross-cover for other Patient Pathway Coordinator to ensure a consistent and effective administrative service is always maintained.
14. Work with Service Delivery Manager, Assistant Service Delivery Manager, Senior Patient Pathway Co-ordinator and the validator team to ensure that administrative processes for the patient pathway meet the quality standards required both nationally and within the directorate and are adhered to.
15. Ensure that all incoming and outgoing communication, including urgent matters are dealt with efficiently including vetting correspondence and ensure the appropriate action is taken before passing on.
16. Implement improvements to the administrative elements of the pathway. Also proactively identifying emerging issues that may cause delays at any point in patient pathways and make suggestions to improve administrative or any other aspect of the total pathway.
17. Ensure administrative SOPs are implemented and make suggestions to support changes in service delivery.
18. Work closely with the line manager multidisciplinary team to ensure all patients with allocated slot issues (ASIs) are given appointment dates with the time period specified and within the correct clinic specification.
19. Use the Trust information systems to monitor patients' pathway progression, monitoring appointments and attendance through the use of IT systems such as G2/EPR/CRS. Observe legal and Trust data confidentiality, security and quality requirements.
20. Input and retrieve information from the departmental and/or Trust computer systems in accordance with departmental guidelines.
21. Use the CRS system booking when required, including moving and creating new slots for patients.
22. Maintain a regular "forward look" of upcoming clinics, ensuring all diagnostics are present and correct, and under or overbooking issues are proactively dealt with.
23. Supply clinicians and others with information on the 18 week status of patients when required.
24. Assist in booking diagnostics when required.



- 25. Maintain waiting lists
- 26. When clinics are cancelled at short notice inform patients of cancellation.
- 27. Maintain a central record of consultant annual leave/study leave days. Reporting and actioning any clinic/theatre cancellations and annual leave requests from your clinical team.
- 28. Ensure that stationery and office equipment is used efficiently and that any specific needs are brought to the attention of the line manager.
- 29. Collect and deliver post.
- 30. Be aware of changes in NHS waiting time targets and associated government policy and use this information to propose improvements.

Communication/Customer Care

- 31. Communicate clearly, effectively and appropriately with the multidisciplinary team, patients and their family, visitors or carers and other clinicians involved in the care of the patient.
- 32. Manage and answer telephone calls related to the service in a courteous and prompt manner.
- 33. Provide patients with information about appointments or non-clinical advice and guidance regarding their care.
- 34. Resolve complex queries, using analysis, experience and judgement to determine when to pass the caller on to a member of the clinical team, or when to escalate the call to a senior colleague. Where calls are passed on, ensure that the caller is reassured regarding expected response times and has further contact details if necessary.
- 35. Act as a point of contact for the department or speciality, dealing with queries from stakeholders and passing on relevant information to appropriate team members or departments as required.
- 36. Receive and respond to email queries, monitoring, managing and triaging email correspondence to generic inboxes.
- 37. Using hospital information systems, produce accurate correspondence for patients, GPs and others involved in care, ensure its timely circulation to stakeholders.
- 38. Deal with stressful situations that may arise when dealing with patients who are anxious and distressed, or where there are barriers to understanding, using tact, diplomacy and empathy at all times and in line with Trust values.
- 39. Use developed communication skills in order to deal with patient concerns or complaints with empathy and understanding, finding solution that assures the patient.

Further information

The post holder is expected to actively promote and implement the Trust's equal opportunity policies and procedures

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in



compliance with the Data Protection Act 1998, the Caldicott principles and the common law duty of confidentiality.

The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of information Act 2000.

The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.

The post holder is required to familiarise him/herself with and comply with the Trust's policies and procedures.

The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

The post holder is expected to develop IT skills.

The post holder may be required to undertake duties at any location with the Trust, in order to meet service needs.

This job is intended as a guide to the main responsibilities of the post and **not** as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to his/her grade which are not listed above, at the direction of his/her manager. The job description may be amended from time to time after consultation with the post holder.

The Trust operates a no Smoking Policy.

All staff must ensure that they comply with the Trust's infection Control policies and procedures and undertake relevant training for any deficit in their practice and knowledge. Staff must take personal responsibility for their own actions in relation to infection prevention and control practices during their day to day work.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the postholder.

The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different hospital.



6. Working conditions

Criteria	Description
Physical	The role does not involve the post holder in a high level of physical effort, however he/she may be stationed at a computer for prolonged lengths of time. There may be an element of cross site working Standard keyboard skills required
Emotional	The post holder must manage successfully under resource and time pressure. The post holder should be able to deal with colleagues, patients and their families on a daily basis and remain professional at all times.
Working Conditions	The post holder will be based in an office within the hospital. Use of VDU continuously most days
Mental	Concentration required for effectively multi-tasking and working in a team based environment

NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). www.nhsemployers.org/

Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). www.nmc-uk.org/



Person Specification

Domain	Essential Criteria	Desirable Criteria
Qualifications	GCSE A Level or equivalent standard of Education or level gained through experience and training	
Experience	Medical secretarial/pathway administration Experience To be able to effectively communicate across different care settings/care providers.	A year experience working in NHS Experience managing patient referrals, patient records and database
Knowledge	Knowledge and experience of office management, system and practice. Knowledge of the RTT policy. Good working knowledge of Word, Excel, Outlook and Powerpoint. Knowledge of confidentiality principles with regards to patient data. To have a sound understanding of NHS wide initiatives and experience of responding positively to ensure local implementation.	18 week knowledge. Previous RTT/Validation knowledge
Skills	Keyboard skills to access and input to data systems. Competent in Microsoft Office products. Competence with range of IT packages e.g CRS Understanding of Data Protection Act and Freedom of	Ability to use information to monitor processes, plan and initiate action Experience in NHS administrative role including managing pathways and booking appointments.



	Information Act	
Other	<p>Support and promote equality and diversity.</p> <p>Willing and able to be flexible about working hours.</p> <p>To be enthusiastic, flexible and adaptable approach with the ability to respond constructively to changes and demands as required.</p> <p>The ability to plan and coordinate activities and changes to systems or standards.</p> <p>Flexible approach to the planning and coordinate of patient pathways to ensure maximum use of clinical time.</p> <p>Methodical and logical approach to work prioritisation and planning.</p> <p>Sufficient to perform the duties of the post with any aids and adaptations.</p>	



About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

