

Hello, we are Barts Health

#TeamBartsHealth

bartshealth.nhs.uk

Recruitment information pack



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 |



1. Job Particulars

| | |
|-----------------------|---|
| Job Title | Patient Pathway Co-ordinator (secretary) (fixed term 12 months post) |
| Pay Band | Band 4 |
| Location | Whipps Cross Hospital / Barts Heart Centre |
| Reports to | Secretary / PCC Team Leader |
| Responsible to | Service Manager / General Manager |

2. Job Purpose

The purpose of this post is to actively manage the administrative processes of patient pathways, ensuring a smooth and efficient service for patients throughout their treatment by the Trust. Ensuring that all pathways are front validated at all stages of the pathway.

Actively chasing results in order to reduce treatment length of time.

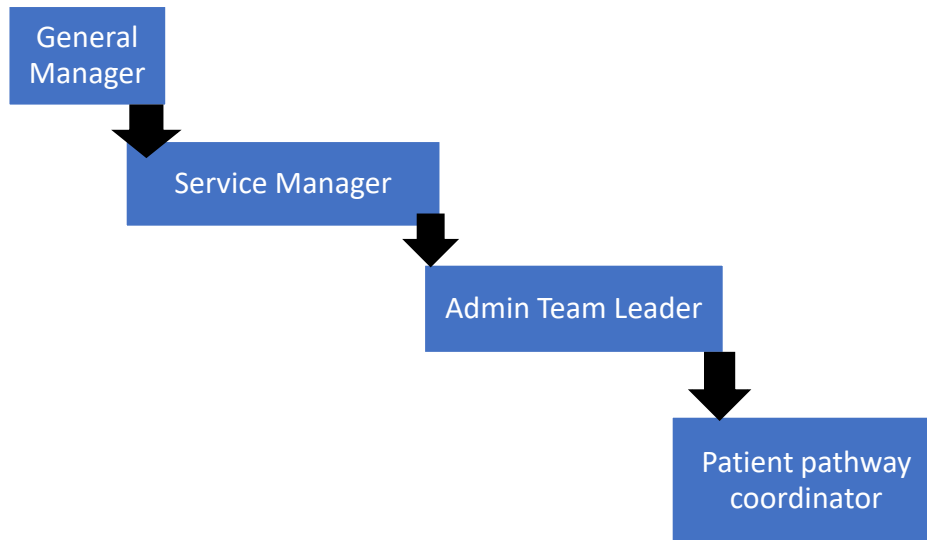
Also to participate in providing an effective administration/typing service to the multidisciplinary team.

3. Key Working Relationships

| Internal | External |
|--|------------------------------------|
| Senior Management | Senior Management |
| Consultants | Consultants |
| Junior Doctors | Junior Doctors |
| Patients, Relatives, Carers | Patients, Relatives, Carers |
| Nursing staff | Nursing staff |
| Scheduling admin team (including clinical teams) | PALS (other patient liaison teams) |
| Diagnostic admin team (including clinical teams) | Health Care Professionals |
| Information Governance | |
| PALS (other patient liaison teams) | |
| HR & Finance Managers | |
| Clinical Leads | |
| Health Care Professionals | |



4. Structure Chart



5. Main duties, responsibilities and results areas

1. Work as part of the team in undertaking Secretarial workload for Cardiology Consultant (s)
2. Work with the Service Manager and Line manager to ensure that administrative processes for the patient pathway meet the quality standards required both nationally and within the directorate and are adhered to.
3. Ensure that all incoming and outgoing communication, including urgent matters are dealt with efficiently (including vetting correspondence and ensuring that appropriate action is taken before passing on).
4. Identify and escalate emerging issues that may cause delays at any point in patient pathways.
5. Work closely with line manager and multidisciplinary team to ensure all patients with allocated slot issues (ASIs), for your Consultant are given appointment dates within the time period specified and within the correct clinic specification.
6. Use the Trust information systems to monitor patients' pathway progression, monitoring appointments and attendance through the use of IT systems such as DMS/EPR/CRS. Observe legal and Trust data confidentiality, security and quality requirements.
7. Input and retrieve information from the departmental and/or Trust computer systems in accordance with departmental guidelines.
8. Use the CRS System booking when required, including moving and creating new slots for patients.



9. Maintain a regular “forward look” of upcoming clinics for your consultant, under or over-booking issues are proactively dealt with.
10. Supply clinicians and others with information on the 18 weeks status of the patients when required.
11. When clinics are cancelled at short notice (less than 6 weeks’ notice) inform patients of cancellation and work to resolve patients’ issues with a strong customer service approach.
12. Deal proactively with all enquiries from patients, carers, GPs and other service users, ensuring where possible that the caller’s needs are met or they are transferred to the most appropriate person. Respond to all informal concerns/complaints coming into the department both on the telephone and in writing and escalate where necessary.
13. Maintain a central record of doctors/consultants annual leave/study days.
14. Reporting and actioning any clinic/theatre cancellations and annual leave requests from your clinical team.
15. Actively validate patients pathways throughout their treatment journey – adding any relevant comments onto qlikview for auctioning.
16. Collect and deliver post and occasional reception duties.
17. Be aware of changes in NHS waiting time targets and associated government policy, and the impact these may have on patient pathways, access targets and working practices.

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 | <p><i>The postholder requires developed physical skills to fulfil duties where there is a particular requirement for speed or accuracy. For example advanced keyboard use, advanced sensory skills or manipulation of objects or people with narrow margins for error.</i></p> <p><i>The postholder requires highly developed skills where accuracy is important, but there is no specific requirement for speed.</i></p> <p><i>The postholder requires highly developed physical skills where there is a high degree of precision or speed and high levels of hand, eye and sensory co-ordination are essential.</i></p> |
| Emotional | <i>There will be regular intervals when the post can be emotionally demanding.</i> |
| Working Conditions | <p><i>Postholder will be based in secretarial office where other members of the team will be present.</i></p> <p><i>The office environment is open planned, with multi</i></p> |
| Mental | <i>Concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.</i> |

NHS Manager's Code of Conduct

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

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 |
|-----------------------|---|--|
| Experience | Minimum of 3 years administration/ medical secretarial/ pathway experience or equivalent non NHS | |
| Skills | <p>Keyboard skills to access and input to data systems; Competent in Microsoft Office products.</p> <p>Competence with a range of IT packages, e.g. CRS and EPR</p> <p>Understanding of Data Protection Act and Freedom of Information Act</p> | Ability to use information to monitor processes, plan and initiate action |
| Knowledge | <p>A good level of medical terminology acquired through education, training or work experience</p> <p>ECDL or equivalent experience ie experience of a range of IT packages such as word, excel, outlook and power point</p> <p>Knowledge of 18 week pathways</p> | <p>Education/ Requirements Supervisory or office management skills equivalent to certificate level</p> <p>Experience in front validating</p> |
| Qualifications | GCSE A Level or equivalent standard of education | |
| Other | <p>The ability to plan and co-ordinate activities and changes to systems or standards</p> <p>Flexible approach to the planning and co-ordination of patient pathways to ensure maximum use of clinical time.</p> <p>Methodical and logical approach to work prioritisation and planning</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.

