

RECRUITMENT INFORMATION PACK



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Job particulars

Job Title	Appointments Coordinator
Pay Band	Band 3
Location	2 nd Floor Alderney Building MEH
Reports to	Team Supervisor
Responsible to	Central Appointments Manager

Job purpose

The Appointments Co-ordinator is responsible for providing a patient focused, effective and efficient Central Appointments service to our patients & their carer's, clinical teams and CAG managers. Working and rotating across several smaller units within the department, main duties will include registering and scanning referrals, booking & cancelling appointments, dealing with telephone enquiries, managing e-Referrals appointments, cancelling clinics and amending clinic slots, obtaining Minimum Data Sets, updating patient demographic details and preparing clinic profile change documentation for submission.

Working in adherence to the Trust Access Policy, Governance and local Standard Operating Procedures at all times, the post holder will liaise with a number of key stakeholders to ensure the Outpatient referral and booking process is efficient and fit for purpose and that patients are able to access our services and receive expert clinical care.

Key working relationships

Professional relationships with key partners, employees and boards.

Internal	External
Colleagues	Patient
Supervisors	GP's
Managers	Visitors to the Trust
Clinicians	
Secretaries	
Reception Staff	



1. Main duties, responsibilities and results areas

Referral Processing and Booking

- Ensure referral and patient details are accurately recorded and updated on the CRS system
- Ensure referrals are suitably prioritised and where necessary fast-tracked e.g. 2ww
- Ensure referrals are sent for vetting by the clinical teams in a timely manner
- Ensure vetting instructions are adhered to and actioned
- Ensure patients are booked into the correct clinics at all times
- Monitor E-referrals & bookings and deal with any capacity issues
- Ensure Minimum data Sets and other important information is captured and recorded
- Ensure all available clinic capacity is fully utilised
- Ensure the Somerset system is fully up to date for Cancer 2ww referrals

Call Handling

- Answer the telephone in a courteous and pleasant manner ensuring that the call script is adhered to at all times
- Deal professionally with telephone enquiries in line with standard operating procedures and Customer Care expectations
- Ensure calls are handled as effectively as possible, ensuring the patients' needs are met
- Deal effectively with queries from clinicians regarding their patients or clinics
- Ensure that patient demographic details are checked when the patient calls and where necessary changed



- Where capacity does not exist for a booking, accurately raise an Appointments Slot Issue on CRS
- Always ensure appointments are convenient for the patient and that patients have choice
- Act on requests for rebooking or cancellation of appointments via reminder calls

Clinic Cancellations and Profile Changes

- Ensure clinic cancellations are actioned in a timely manner and updated on CRS
- Advise clinical teams and secretaries on clinic profile issues
- Review clinic profile requests for accuracy and advise the service accordingly
- Prepare clinic profile change documentation for submission to ICT
- Ensure patients displaced as a result of a clinic cancellation or template change are rebooked accordingly and letters sent
- Set up ad hoc clinic lists or appointment slots as and when required
- Update the Infra system accordingly to reflect the status of requests

General

- To liaise with the clinical services in relation to outpatient booking and scheduling issues
- Ensure internal email queries and requests are actioned in a timely fashion
- Always present a positive image of the department and the Trust
- Ensure Trust ICT systems are fully updated e.g. CRS, e-Referrals and Somerset



- Ensure confidential information remains confidential and is securely and safely destroyed in line with department policies and procedures
- Direct patients to the most appropriate department if the query cannot be dealt with
- To undertake any other duties as requested by the management team
- To be open and flexible to new ways of working brought about by technology enabled service improvements

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 post holder.

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.

Working conditions

Criteria	Description
Physical	The post holder will be able to work in a high pressure office environment
Emotional	The post holder will be able to answer patient telephone calls requiring active listening skills and where callers may be distressed or angry.
Working Conditions	Office environment
Mental	The post holder will be able to manage high volumes of work which includes answering patient telephone calls, cancelling appointments and inputting data accurately



Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). www.nhsemployers.org/. This supports us to develop a sustainable workforce and bring the very best out in people.

Safeguarding adults and children

Employees must be aware of their responsibility 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 or consultant (October 2002). www.nmc-uk.org/

Person specification

Domain	Essential Criteria	Desirable Criteria
Qualifications	GCSE or equivalent in English and Maths	
Experience	<p>Minimum 1 year experience using customer focused administrative system</p> <p>Minimum of 1 year working in a customer focused environment</p> <p>Ability to use spreadsheets and computer systems</p> <p>Knowledge of outpatient national targets</p>	<p>Previous experience working in an NHS environment</p> <p>Previous experience of working in a service call centre</p>



<p>Knowledge</p>	<p>Be able to effectively communicate with patients and colleagues</p> <p>Able to work as an integral member of a team</p>	
<p>Skills</p>	<p>Good verbal communication</p> <p>Good written communication</p> <p>Excellent telephone manner</p>	<p>Ability to communicate effectively in a language other than English</p>
<p>Other</p>	<p>Ability to input and retrieve information on a computerised system</p> <p>Flexible approach to working</p>	

