

Job Description

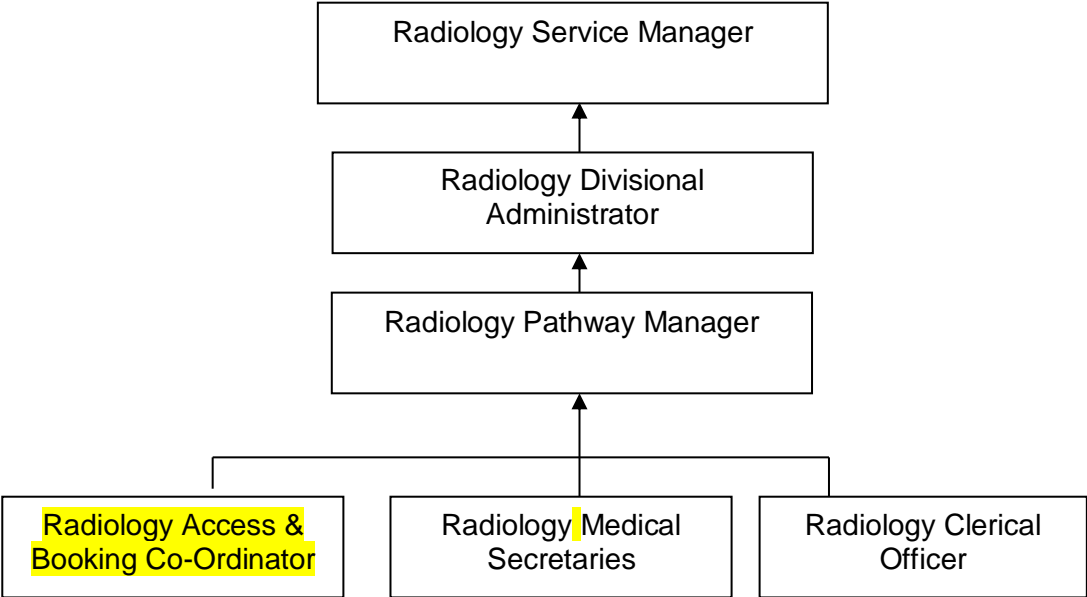
Job Ref:	21-212
Job Title:	Radiology Access & Bookings Co-Ordinator
Band:	3
Number of hours:	37.5
Division:	Core Services
Department:	Radiology
Location:	Eastbourne DGH
Accountable to:	Radiology Service Manager
Reports to:	Radiology Pathway Manager

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Budget / Delegated Budget managed : £N/A Authorised signatory for: £N/A</p> <p>Other financial responsibility: Careful use of Trust resources</p>
Staff	Staff (wte):
Information Systems	<p>Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation</p> <p>Specialist Systems: PACS, CRIS, PAS, EIS, ESEARCHER, ENVOY and CARE SUMMARY RECORD</p>

Job purpose	<p>The post holder will work as part of a team of Co-Ordinators who are responsible for providing a comprehensive and efficient booking service for the CT Scanning service at Eastbourne DGH</p> <p>The post holder will be trained to book a range of CT examinations and will gain in-depth knowledge of a wide range of booking protocols and standards to enable them to make, amend and cancel appointments.</p> <p>The post holder will be required to liaise with a variety of clinical and non-clinical staff from inside and outside the Trust.</p>
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Department Structure

Please include or attach a department structure which shows this job and those which are above and (if any) below it, by job title. Indicate this job by highlighting or placing a box around it.



Communications and Working Relationships		
With Whom:	Frequency	Purpose
Patients	Daily	To co-ordinate and agree appointments under partial booking arrangements. Deal with patient queries, cancellations, re-scheduling and complaints.
Radiology Divisional Administrator	As required	Management supervision, work planning, advice and support in absence of Radiology Pathway Manager.
Radiology Pathway Manager	Daily	Management supervision, work planning, advice and support. Reporting on waiting lists
Other Radiology Staff	As required	Workflow management; provision of clinic lists, monitoring and reporting of waiting lists; protocol maintenance;
Radiologists	As required	Advise scheduling of their lists
Other Healthcare Professionals within and external to the Trust	As required	Providing information on patient attendance in Radiology. Monitoring and authorisation of referrals and returning to the referrer if the requests do not meet referral guidelines and protocols

Key duties and responsibilities:

- Schedule and process all referrals within defined timescales ensuring that all sessions are fully utilised and relevant details are entered correctly on to the Clinical Radiology Information System (CRIS) and where necessary other patient administration systems
- Ensure that patients are offered appointments within the statutory waiting times including urgent and cancer referrals in line with Trust policy (Referral to Treatment [RTT] Guidelines and Elective Access Policy)
- Where required contact patients directly to offer appointments or to ensure appointments will be kept
- Identify and report to the Pathway Manager any patient who may potentially breach waiting times
- Produce and issue appointment letters and preparation instructions as required along with any necessary medication
- To manage patients who cancel appointments or who do not attend in accordance with Departmental and Trust policy.
- To manage clinical rejections after vetting; ensuring letters of notification are sent to referring clinician
- Liaise with ward staff to advise of patient admissions and cancellations, and preparation for Radiology procedures,
- Liaise with clinical colleagues to request the timely vetting of all referrals by appropriate specialty to ensure waiting times targets are adhered to
- Report to the Pathway Manager any requests to cancel or reduce clinical sessions with less than six weeks' notice
- Identify and report to the Pathway Manager any urgent referrals which get postponed as a result of cancellations or reduction in sessions
- To provide a fast and responsive telephone service to our patients communicating with all types of patients, escorts and staff including those who are elderly, deaf, of other cultures and languages, and with a wide range of illnesses including the terminally ill
- Deal sensitively with clients and other professionals who may have queries about their care, may be anxious or distressed, and on occasions may be aggressive
- Deal sensitively with very frequent phone calls from patients, relatives, consultants, other departments and GPs, and respond accordingly. Explain procedures and preparation if required according to protocol or refer problems to senior clinical colleagues as required
- Liaise with other departments to book transport, beds, anaesthetists and pre-assessments and Covid swabs for inpatient or day case procedures
- Inform the Pathway Manager of any problems that arise with the CRIS, booking process or inability to book imaging within the target waiting times
- Co-ordinate the provision of interpreters for patients as necessary
- Contribute to and participate in the training of new members of staff.
- Identify and contribute to service developments and modernisation in support of the Radiology Bookings Service
- Use the Radiology and Trust computer systems in accordance with Data Protection and departmental policies
- Work autonomously within your team and on your own initiative to meet the needs of the service
- To promote good relationships between the Trust and GP Surgeries and other healthcare organisations referring patients to the Trust
- To ensure own competencies regularly updated through training and mentoring
- Other general office duties to include reception and clerical office duties as required.

Mental, Physical and Emotional Effort:

- There is a frequent requirement for concentration and the workload is unpredictable with frequent interruptions due to unexpected telephone calls or visits from staff, patients, visitors, relatives
- Daily working involves a combination of sitting, standing and walking
- There can be exposure to difficult and emotional situations
- Frequent VDU and telephone use

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the post holder receives satisfactory clearance with the Disclosure and Barring Service.

Person Specification

Job Title: Radiology Access & Bookings Co-Ordinator	Grade: Band 3		
Department: Radiology	Date: January 2024		
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications			
Good general education to GCSE level including maths and English	AI	ECDL or equivalent	AI
IT skills: MS Office applications	AI		
Administration NVQ3 or proven equivalent knowledge and experience	AI		
Experience			
Previous experience within the NHS or similar organisation with direct contact with patients	AI	Previous experience in a Radiology office environment	AI
Previous experience of working in a busy office environment	AI	Administrative and clerical experience in a healthcare setting	AI
Previous experience working with the public in a customer service role	AI	Experience of training and inducting new staff	AI
Experience of working as part of a team but able to work independently	AI	Evidence of liaising with more than one discipline	AI
Ability to organise and prioritise own work load	AI		
Experience of using IT systems	AI		
Excellent telephone manner	AI		
Excellent interpersonal skills demonstrating understanding, care and compassion to patients and families	AI		
Experience of dealing with difficult / sensitive/ confidential situations.	AI		

Skills / Knowledge / Abilities Able to demonstrate excellent communication skills both verbal and non-verbal Ability to train / induct new members of staff Ability to work flexibly and without direct supervision Able to work to and meet deadlines Knowledge of Microsoft Office including Word, Excel and Outlook	AI	Ability to use Radiology Information System (CRIS)	AI
	AI	Knowledge of Radiology appointment procedures and policies	AI
	AI	Knowledge of Trust patient administration systems	AI
	AI	Knowledge of medical/radiology terminology	AI
	AI	Knowledge of NHS waiting lists	AI
		Knowledge of hospital environment / routines	AI
Other Reliable work record DBS clearance Conscientious attitude to work with commitment to providing high quality service Flexible approach to working hours and patterns of work Evidence that personal behaviour reflects Trust Values	AIR C AI AI AIR		

Managers Signature

Date

Post-holder's signature

Date