

## Job Description

| Job Information             |                                      |
|-----------------------------|--------------------------------------|
| <b>Job Title:</b>           | Appointments/Call Centre Officer     |
| <b>Directorate/Service:</b> | Clinical Support Services            |
| <b>AfC Band:</b>            | Band 3                               |
| <b>Responsible to:</b>      | Appointments/Call Centre Team Leader |
| <b>Accountable to:</b>      | Administration Services Co-ordinator |
| <b>Base Location:</b>       | Whiston / St Helens Hospital         |
| <b>Job Code:</b>            | 409-6111071                          |

| Job Summary  |
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| To co-ordinate the booking of outpatient appointments for Medical/Surgical specialties across MWL Teaching Hospital NHS Trust. To schedule appointments ensuring that an efficient, timely and patient focussed service is provided and the clinical needs of patients are met in accordance with the current operating framework and the NHS constitution |

| Job Dimension & Context of the role  |
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| The Appointments Department provides an operational service for MWL NHS Trust and other external Trusts. The Appointments department co-ordinates the outpatient appointment bookings for all specialties. This data is captured on a variety of computerised systems. |

| Key Responsibilities  |
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| <p><b>KEY DUTIES</b></p> <ul style="list-style-type: none"> <li>• Enter tertiary referral letter details accurately onto the Patient Administration System (PAS) on a daily basis adhering to the timescales within the Trust Patient Access Policy and ensuring the outpatient entry is attached to the correct 18 week pathway with appropriate referral/pathway/referral source code.</li> <li>• To deal with pending elective appointments and cancellations, liaising with all relevant staff (including Consultants, Outpatient Managers, Directorate Managers and clinical support staff). Escalating any issues/breaches to the Team Leader/Administration Services Co-ordinator.</li> <li>• Meet/liase with Consultant's on a regular basis in order to manage outpatient clinics lists effectively whilst working within the Department of Health guidelines. Be responsible for the updating and accuracy on electronic systems.</li> <li>• Independently compile clinic status lists 6 weeks in advance, taking into account the composition of lists to include, clinical urgency, diagnostic investigations, therapeutic investigations, complex procedures and 18 week referral to treatment target. Inputting information on to PAS and NHS e-referral.</li> <li>• Liaise with Team Leader/Outpatient Manager and/or Directorate Manager's to ensure clinic sessions are utilised when Consultants are on leave. If Consultants are on annual leave/professional leave ensure that Registrar/Staff Grade cover is in place prior to booking patients into clinic session.</li> <li>• Book appointments using the PAS/NHS e-referral system and identify the type of outpatient appointment required. Obtain relevant reports/ information and request HRS/case notes. Update clinic of list changes due to cancellations/alterations. Frequently negotiate with nursing staff to provide additional outpatient clinics.</li> <li>• Update the PAS system and NHS e-referral with all information following patient referral triage with all special requirements.</li> <li>• To ensure management of all clinic requests/reductions/cancellations/clinic changes/patient requests are managed within sostenuto independently</li> <li>• Order interpreters for patients attending outpatient clinics by e-mail.</li> <li>• To arrange patient appointments by telephone/letter ensuring that patients are offered choice of date with reasonable notice in accordance with the current operating framework and the NHS constitution.</li> </ul> |

- Order all necessary equipment for appointments via Outpatient Managers by e-mail.
- Responsible for informing the Radiology/Cardio-Respiratory Department of additional clinics arranged.
- Take into account daily cancellations and alterations, contacting patients by telephone explaining in a polite and courteous manner reasons for cancellation. To follow the correct procedures and processes for all cancelled appointments and DNA's to ensure dates are re-booked and/or removed according to the Trust Patient Access Policy, escalating any issues.
- Manage Netcall reminder report ensuring outpatient slots are backfilled maximising outpatient capacity.
- Advise patients of all available options with empathy and discretion particularly when dealing with aggrieved patient's regarding outpatient waiting list enquires. Significant conversations including outcomes are to be recorded on PAS.
- Monitor and maintain the Patient Target Lists (PTL) for each speciality and individual Consultants, including the maintenance of the RTT and liaise with Directorate Managers on a regular basis.
- Monthly validation of 18 week (PTL) for each speciality to maintain 18 weeks, ensure patient availability and/or still require appointment.
- Monitor and maintain the Outpatient waiting list reports for individual specialities ensuring that all patients are booked in accordance with Multi-Disciplinary Team guidelines and Department of Health guidelines.
- Book linked appointments for ENT and Ophthalmology prior to appointment date.
- Complete data checks on computerised systems (PAS, NHS e-referral, EDMS) amending any changes e.g. appointment procedures, patient details, patient/hospital cancellations or time changes due to allergy risks etc.
- Complete Netcall cancellation report, slot availability report within ers, sostenuto, net account on a daily basis.
- ASI report managed independently within DOH guidelines for Paper Switch Off Compliance
- Management of pas admin reports, clinic changes/amendments for all speciality clinics and directorates
- Set up and amendments of clinic schedules on PAS system
- Training/mentoring of staff on all roles within the Appointments Department
- To ensure that all two-week rule referrals/upgrades are managed independently within DOH guidelines on PAS and NHS e-referral system.
- To ensure all case notes are requested and available for appointments in line with local standards and protocols. Ensure that any documentation in relation to the patient is sent to the Health Records Department to be scanned onto EDMS (Electronic Document Management System). To file all correspondence and documents, as required, thereby maintaining an effective filing system.
- Organise and order stationary items as appropriate.
- Deal appropriately with concerns from staff in line with Trust policy.
- To provide cover for colleagues during periods of annual leave and sickness. Mentor and train relevant staff as required by the Team Leaders or Administrative Services Co-ordinator.
- Participate in call centre rotation.
- Liaise with other hospitals both NHS and private, GP's, secretarial, clerical, wards, and cancer services.
- Following PTL meeting, complete actions for individual specialities and update capacity for Directorate Managers.
- To work in a flexible manner in accordance with the Trust policy.
- Any other duties required by Line Manager.

#### **GENERAL DUTIES**

- To observe the provisions of and adhere to all Trust policies and procedures.

- To actively participate in the annual performance review to identify personal development needs.
- To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.
- To fully comply with the relevant sections of the Health and Safety at Work Act. They must also understand and implement Mersey and West Lancashire Hospitals NHS Hospitals Trust “Statement of Policy on Health and Safety at Work” and the Trust corporate “Health and Safety Policies and Procedures”. You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions.
- To be aware of the confidential aspects of the post. To keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively. Breaches of confidentiality will result in disciplinary action that may involve dismissal. You must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 (GDPR) and Caldicott principles.
- The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.
- All staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, and gender or employment status.
- The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. All staff therefore who come into contact with children, young people and vulnerable adults have a responsibility to ensure they are trained and competent to be alert to potential indicators of abuse or neglect and know how to act on their concerns in line with the policies and procedures of Mersey and West Lancashire Teaching Hospital NHS Trust.
- To ensure that when creating, managing and sharing information records it is done in an appropriate way, subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines. All employees are responsible for implementing and maintaining data quality, ensuring that records are legible and attributable and that the record keeping is contemporaneous.
- In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.
- To adhere to relevant Code of Practice of Professional body (if appropriate)
- The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site.

- The duties contained in this job description are not intended to be exhaustive. The duties and responsibilities of this post are likely to evolve in line with the Trust's continued organisational development.
- To adhere to the NHS Constitution and its principles and values. You must be aware of your Duty of Candour which means that you must be open and honest during your employment and if you see something wrong, you must raise it. You must read the NHS Constitution in full and can download this from the Trusts intranet site or the [www.gov.uk](http://www.gov.uk) website. Hard copies are available from the HR Department on request.
- The Trust is a non-smoking site. Failure to follow this rule could lead to disciplinary action.