



# University Hospitals of Morecambe Bay

NHS Foundation Trust

## JOB DESCRIPTION

Job Title:	Community Patient Contact Centre (CPCC) Clerical Officer
Department/Ward:	Community Patient Contact Centre
Band:	Admin and Clerical Band 2
Care Group:	Multi Site Service
Responsible to:	Community Patient Contact Centre Business Manager
Accountable to:	Community Patient Contact Centre Business Manager
JOB SUMMARY:	<ul style="list-style-type: none"><li>• Receiving and responding to telephone calls and queries from patients, general practitioners, Hospital Trust outpatient staff, Medical secretaries and other support staff in relation to outpatient appointments.</li><li>• Inviting patients, in chronological order, for clinical outpatient sessions with clinician's booking rules, mutually agreeing an appropriate date and time with the patient and sending confirmation of appointment to the patient.</li><li>• Entering data and updating confidential information onto the hospital patient administration system – Lorenzo</li><li>• To provide as a member of the CPCC Outpatient Reception frontline team an efficient, friendly, professional and welcoming reception, advice and information service to patients.</li><li>• Arrive and depart patients, in Lorenzo, who are attending Outpatient clinics, including cashing up of 18 week clinic outcomes.</li><li>• General administration and clerical duties as and when required.</li></ul>

## KEY WORKING RELATIONSHIPS:

“Creating a great place to be cared for and a great place to work”

The provision of an efficient, friendly professional service for patients and users of the Community Patient Contact Centre and entering data onto Lorenzo in an accurate and timely manner.

The provision of an efficient, friendly, professional and welcoming reception, advice and information service to patients attending the Out Patient Department.

**Development of the post:**

Development of the role may include changes in technology, methods, systems and procedures. The post holder will be expected, following appropriate consultation and relevant training, to embrace wholeheartedly any such changes in working practice.

**PRINCIPAL DUTIES:**

- As a first point of contact for Patients contacting the CPCC and/or attending the reception area within the Outpatient department; advising anxious patients, relatives and carers in a sensitive and effective manner. Deal appropriately with all callers and visitors, whilst maintaining confidentiality at all times
- Receiving telephone calls in a timely and courteous manner in accordance with NHS guidelines.
- Deal with enquiries in a confidential manner, pass complex queries to the line manager in accordance with the Trusts policies and procedures.
- Entering data and updating confidential information onto Lorenzo in a timely and accurate manner.
- Confirm validity and accuracy of patient's demographics and update IT system as appropriate to meet recognised data quality standards.
- Where you identify potential duplicate entries or related referrals, correct as necessary or escalate to line manager if unable to correct
- Generate and despatch confirmation letters to patients following a confirmed booking in a timely manner.
- Arrive and depart patients that are booked in and out of Outpatient clinics within the Outpatient reception area and outcome ('cash up') on a daily basis; escalated queries or concerns as and when appropriate
- Enter RTT and procedure codes into Lorenzo as identified in eOutcome
- Adhere to standards associated with customer care
- Liaise with patients and other departments within the trust as required.
- To undertake other administrative duties as required.
- Participate in staff appraisals and personal development planning.
- Attend training and development programmes identified as appropriate by Supervisor ensuring relevant skills are kept up to date.
- Provide continuity of service in the absence of work colleagues.

**This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.**

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## **TERMS AND CONDITIONS**

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

## **CONFIDENTIALITY**

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

## **SAFEGUARDING & PROTECTING CHILDREN**

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

## **ENVIRONMENTAL SUSTAINABILITY – NET ZERO CARBON**

University Hospitals of Morecambe Bay NHS Foundation Trust are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment and lighting when not in use. Report heating issues such as when buildings are too hot or too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle. Do not over order equipment or medicines. Healthcare waste must be disposed of in line with the Trust's Waste Management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the Estates Team for further details.
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport.

## **HEALTH AND SAFETY**

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

## **INFECTION CONTROL**

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

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### **MANUAL HANDLING**

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

### **NO SMOKING POLICY**

A No Smoking Policy operates across all Trust sites.

### **QUALITY OF SERVICE**

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

### **EQUAL OPPORTUNITIES**

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

### **TRAINING AND DEVELOPMENT**

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.