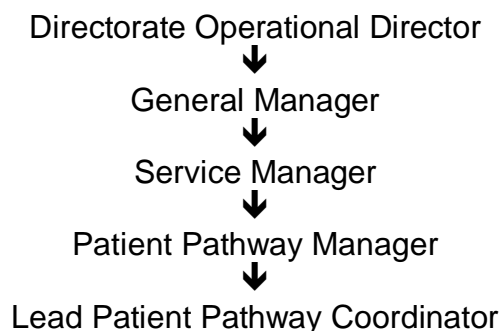


1. JOB DETAILS	
<b>Job title:</b>	<b>Lead Patient Pathway Coordinator</b>
<b>Accountable to:</b>	<b>Patient Pathway Manager</b>
<b>Managerially (if required)</b>	<b>Service Manager</b>
<b>Agenda for Change Band:</b>	<b>Band 4</b>
<b>Location:</b>	<b>Operational directorate</b>
2. JOB SUMMARY	
(A brief description of the main purpose of the post)	
<p>The Post holder will provide efficient and effective administration services for outpatient bookings and patient pathway management.</p> <p>This role will supervises a small team that will manage all specialties in a care group.</p> <p>The post holder will be expected to prioritise their own workload to ensure that registration of all referrals and booking of appointments are in line with the Trust's waiting time standards and the Trust's Patient Access Policy seeking reference from the Manager as required.</p> <p>The post holder will work to defined working procedures to maximise effective use of clinic capacity and help ensure that the Trust meets local and national waiting time targets.</p> <p>A significant responsibility of the role is to accurately record information on to systems and maintain patient appointment information submitted to the Trust.</p>	
3. ROLE OF DEPARTMENT	
(The function of the department in which the post holder works)	
<p>The Patient Pathway Team is located in the Trust's Operational Directorates and work closely with the management team to deliver an effective and efficient Outpatient Service ensuring a high level of support for patients.</p> <p>The team responsibilities includes:</p> <ul style="list-style-type: none"> <li>• Management of referrals, supporting clinical teams through the triage process and booking outpatient appointments.</li> <li>• Understanding clinic templates and monitoring utilisation.</li> <li>• Monitoring waiting list and carrying out validation.</li> <li>• Patient communication via letter and telephone.</li> </ul> <p>Building relationships with clinicians, nurses, managers and other admin teams.</p>	

#### 4. ORGANISATIONAL CHART

(Including in diagrammatic form to whom the post is responsible to and any posts which are responsible to the post holder)



#### 5. KEY WORKING RELATIONSHIPS

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

Patient Pathway Team  
Clinical Directorates  
Medical Secretaries  
Consultants  
Patients  
Nursing Staff

#### 6. DUTIES AND RESPONSIBILITIES OF THE POST

1. Is responsible for a care group of dedicated outpatient specialities ensuring that at all times a high quality service is provided to patients, consultants and their staff.
2. Ensures that all clinic slots are filled appropriately maximising clinic usage.
3. Where necessary re-structures clinics to accommodate clinical staff requirements. Monitors the cancellation of clinics reporting any problems arising due to the reduction of clinic slots and with regard to the agreed waiting list targets.
4. Monitors outpatient waiting list times ensuring that the current agreed targets for 18 week and Outpatient waiting times are adhered to. Alerts the Management team of potential problems, enabling them to liaise with consultant staff where appropriate.
5. Ensure all referrals from GP's, Consultant Medical staff and other health professionals either via the e-Referral System, letter, or telephone are dealt with efficiently. The post holder will be expected to read, analyse facts and situations to enable judgement to be utilised in prioritising necessary action to be taken when dealing with a referral in line with departmental policy, protocols and procedures.
6. Monitors effectiveness of clinic lists, following consultation re-profiles clinics, where necessary, ensuring on a daily basis the smooth running of all outpatient clinics.
7. Monitor DNA rates, maintaining national targets across all specialties, taking action on failing specialties.

8. Where necessary re-structures clinics to accommodate clinical staff requirements. Monitors the cancellation of clinics reporting any problems arising due to the reduction of clinic slots and with regard to the agreed waiting list targets.
9. Liaises with consultants, medical and nursing staff and Management Team with regards to the effectiveness of outpatient appointment systems
10. Provides effective communication, maintaining excellent inter-personal skills when dealing with patients and members of staff at all levels within the Trust.
11. Receive telephone queries from patients, resolving general queries, cancelling and amending appointments.
12. Ensure accurate data input, updating patient demographic details where necessary on the patient administration system.
13. Support projects that improve Outpatient appointment booking and services.
14. Plans and undertakes random spot checks of Waiting List Data held on the patient administration system to ensure data is recorded in an accurate and timely manner.
15. Assists in the review of written policies, procedures and guidelines
16. Audits the extent of compliance with established policies, plans and procedures within areas of control.
17. Complies with the requirements of the Caldicott Report, the Data Protection Act, Access to Health Records Act and subsequent legislation issued in relation to computer retained data, preserving the confidentiality of patient identifiable data at all times.
18. Assists where necessary with the investigation of complaints, ensuring that complaints are used positively to improve service deficiencies
19. Maintains an effective team working/problem solving approach at all times.
20. Provides cover arrangements for annual leave and sickness absence throughout the team ensuring adequate service provision is provided at all times.
21. Provides leadership within the team promoting good practice as this relates to the national guidelines and local policies.
22. Reviews and improves working practices, ensuring the smooth running of the team at all times.
23. Trains and develops Patient Pathway Coordinators and Patient Pathway Support as required and identifies all training requirements for new team members, liaising with the Patient Services trainer where necessary.
24. Contributes to the recruitment and retention of staff and the appraisal process to ensure consistent high performance of team members.
25. Undertake all necessary training and development for this role.
26. Attend all mandatory training courses and any training identified in individual performance review.

This job description gives only the principal duties and responsibilities of the post and therefore, the post holder may be required to undertake various other duties which are implicit in the principal duties and may be delegated from time to time by the Management Team.

## **7. WORK SETTING AND REVIEW**

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

The Patient Pathway Team are responsible for setting tasks, reviewing tasks and supervising the post holder's work. The post holder must liaise with the Management Team before carrying out any additional tasks.

## **8. JOB DESCRIPTION AGREEMENT**

Post holder's signature .....

Date .....

Line Manager's signature .....

Date .....

## PERSON SPECIFICATION

POST TITLE: Lead Patient Pathway Coordinator

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>5 GCSE grade A*-C or equivalent</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Experience of working within an appointment environment</li> <li>Experience of booking appointments</li> </ul>	<ul style="list-style-type: none"> <li>Working within the NHS</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Experience of managing outpatient clinics</li> </ul>	<ul style="list-style-type: none"> <li>Experienced PCS and ERS user</li> </ul>
Skills and Aptitudes	<ul style="list-style-type: none"> <li>Good communication skills</li> <li>Ability to prioritise and manage own workload</li> <li>Ability to work under pressure</li> <li>Ability to use own initiative</li> <li>Professional approach to work and colleagues</li> <li>Able to develop good working relationships</li> <li>Must be a team player</li> </ul>	
Personal Circumstances	<ul style="list-style-type: none"> <li>Proactive and positive</li> <li>Flexible and adaptable at all times</li> <li>Committed to continual improvement of skills/knowledge</li> <li>Professional approach</li> </ul>	
Other requirements	<ul style="list-style-type: none"> <li>Satisfactory Occupational Health Clearance</li> </ul>	

<b>PERSON SPECIFICATION AGREEMENT</b>		
Post holder	.....	
Date	.....	
Line Manager	.....	
Date	.....	

Each of the above points should be considered in the light of minimum requirements listed in the job description.