

Cancer Performance Float Coordinator

Administrative Services

Job Description and Person Specification



About us

We provide care for the residents of three diverse London boroughs. Most of our 7,800 permanent staff live in Barking and Dagenham, Havering and Redbridge and the majority are from black, Asian and minority ethnic groups. We also provide healthcare services to people in south west Essex, and specialist neurosciences services to the whole of the county.

Our services include all the major specialties of large acute hospitals and we operate from two main sites - King George Hospital in Goodmayes and Queen's Hospital in Romford. We have two of the busiest emergency departments in London – more than 300,000 people visited our A&Es in 2023. We also provide outpatient services at Brentwood Community Hospital, Barking Community Hospital, Loxford Polyclinic, and Harold Wood Polyclinic.

We're pleased to be leading the way in reducing the time our patients wait to get the treatment they need. The Elective Surgical Hub at King George Hospital is one of eight to be accredited as part of a national scheme; the Care Quality Commission has raised the ratings for urgent and emergency care at Queen's and King George hospitals; and data released by NHS England showed that the Trust was the most improved in 2023 for reducing waits for emergency care.

We are particularly proud of our regional Neurosciences Centre; Radiotherapy Centre; Hyper Acute Stroke Unit; and dedicated breast care service at King George Hospital. We're also part of the North East London Cancer Alliance.

OUR VISION: TO PROVIDE OUTSTANDING HEALTHCARE
TO OUR COMMUNITY, DELIVERED WITH PRIDE

OUR PRIDE VALUES

PASSION

RESPONSIBILITY

INNOVATION

DRIVE

EMPOWERMENT

Job Description

Job title: Cancer Performance Float Co-ordinator

Band: 4

Hours of work: 37.5

Location: South Street / Queens Hospital / King George Hospital

Specialty/Department: Cancer Performance Team

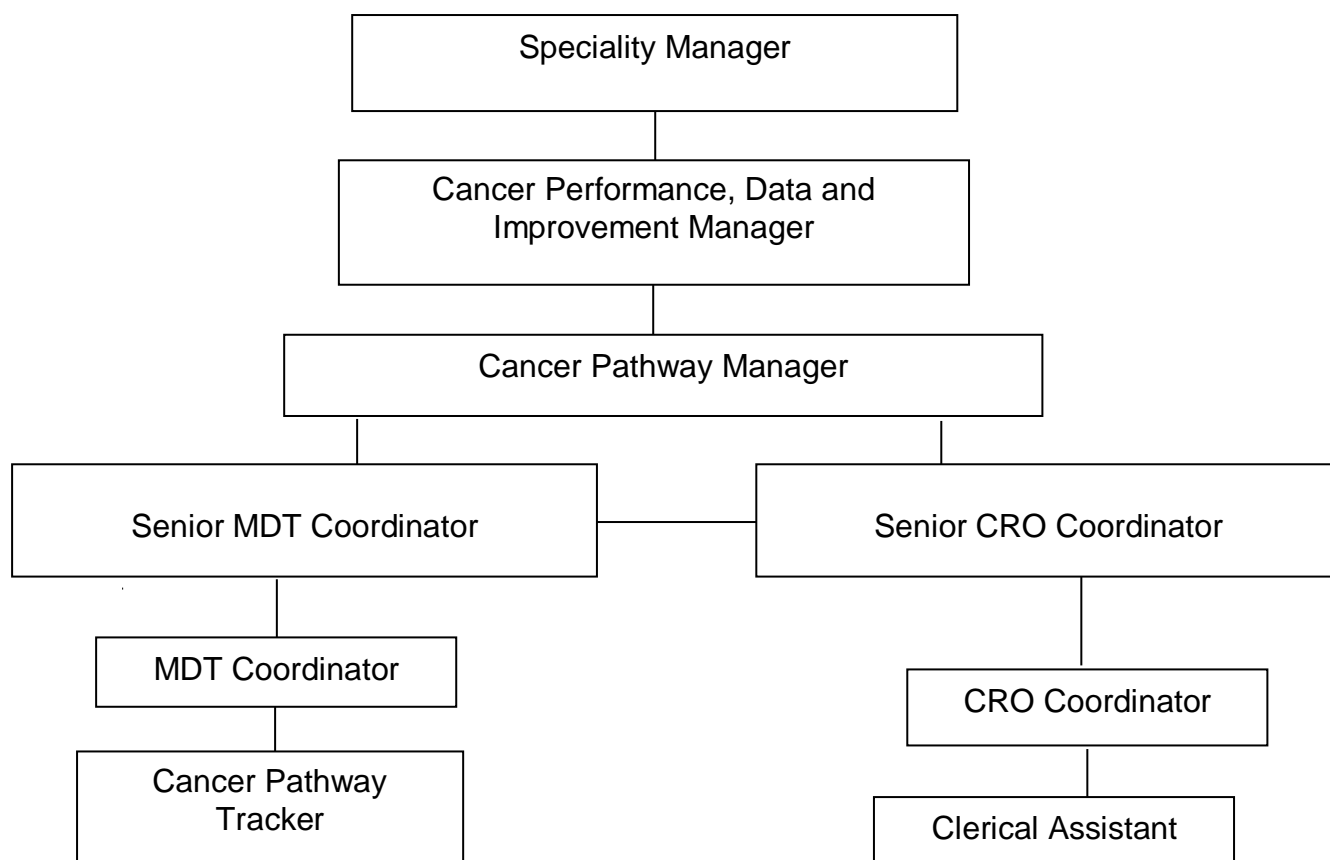
Accountable To: Senior MDT Co-ordinator

Responsible to: Cancer Performance Manager

1. JOB PURPOSE

To support the implementation of the NHS Cancer Plan by providing dedicated and effective administrative support to multi-disciplinary teams, working together with the team members to facilitate the delivery of a high quality of care for cancer patients.

Organisational Position



2. RELATIONSHIPS

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open honest communication.

Internal Relationships

General / Specialty Managers
Service Managers
Cancer Performance, Data and Improvement Manager
Cancer Pathway Managers
Senior Cancer Referrals Officer
Senior MDT Coordinator
Cancer Pathway Trackers
Cancer Nurse Specialists (CNS)
Lead Cancer Nurse
Matron
Consultants
Medical staff
Medical Secretaries
Pathology and Radiology staff
Outpatients/Admissions/Appointments staff
Cancer Data Manager
Medical Records staff

External Relationships

Staff at external hospitals to BHRUT / Treatment centres
Patients and members of the public
General Practitioners

3. JOB SUMMARY

Providing cover for MDT coordinators and CRO coordinators as and when required.

MDT responsibilities:

- Ensure fast-track progression of each patient's pathway according to the MDT action plan, by working collaboratively with the CNS, the Patient Navigator and other colleagues internally and externally to BHRUT.
- Monitor each patient's pathway by interrogating IT systems such as Careflow, EPRO, CyberLab and AptVision in relation to appointments, diagnostics and admissions, and by liaising with Trust colleagues, bearing in mind maximum waiting times for diagnosis and treatment.

- Inform the Service and/or Cancer Performance Managers of any potential or existing delays in the patient's pathway that may result in waiting times that exceed appropriate targets.
- Be familiar with and proficient in the use of the Somerset Cancer Registry.
- Create and maintain accurate and complete data records for all cancer patients with reference to the national minimum dataset for cancer, using the Somerset Cancer Register to log each step of the cancer patient's journey from referral to discharge. In particular: record all applicable periods of adjustment to waiting times by reference to the minimum dataset guide, irrespective of whether they may result in diagnosis and/or treatment delay; record all waiting time breach reasons and comments bearing in mind that cancer waiting times data is published to a nation-wide audience.
- Ensure all cancer treatments are detailed on Somerset Cancer Register appropriately and accurately when information is ready, to support with the recording of Cancer Outcomes and Services Dataset (COSD).
- Act as the responsible party for sending Inter Trust Provider Transfers. Make available/obtain all relevant information regarding the patient pathway and management plan to/from tertiary care providers whenever patients are transferred to/from other hospitals for treatment, using documentation agreed by the North East London Cancer Network in all instances.
- To co-ordinate and facilitate weekly multi-disciplinary team meetings where cancer treatment planning decisions are taken and keep a comprehensive schedule of all team meetings with an attendance log.
- Communicate to all core MDT members any cancellation or change in venue, date and time of meetings.
- Compile lists of patients to be discussed at the next MDT meeting in conjunction with CNS advice and clinicians' requests making sure all relevant histology, imaging and other clinical information is available. Prepare via the Somerset database and circulate agendas prior to each MDT meeting.
- Prepare MDT meeting facilities and ensure radiology and pathology equipment is available and functioning.
- Ensure that teleconferencing equipment is operational and facilitate its use during meetings that require multi-site video links.

CRO Responsibilities:

- Assess all referrals received against criteria for Urgent Suspected Cancer Referrals.
- Liaise with GPs in cases where referral does not comply with the suspected cancer criteria, to ascertain whether suspicion of cancer is present, to obtain supporting documentation (e.g. X-ray report for lung referral) and/or to determine whether referral is urgent or non-urgent.
- Liaise with consultants to clarify urgency of referrals where signs/symptoms are not clear, or to categorise referrals in terms of tumour group.

- Liaise with Trust colleagues to arrange tests and diagnostic procedures in accordance with locally developed tumour protocols.
- Book outpatient appointments using CareFlow or eRS and ensure that all Urgent Suspected Cancer appointments are scheduled within 14 days in accordance with National protocols.
- Ensure that referral documentation is attached on CareFlow to appropriate referral/appointment to enable insertion in the patients' notes in time for their first appointment.
- Ensure appointments are made according to local procedures and within 2 days of receipt of referrals.
- Ensure full utilisation of designated suspected cancer (Target) slots on CareFlow clinics, in-patient lists and diagnostic lists.
- Alert the Senior Cancer Referrals Co-ordinator when an increase in demand requires potential re-negotiation of allocated suspected cancer (Target) slots, when unauthorised third-party use is identified and when slots are reduced or increased with adverse effect on capacity.
- Assess patients' mobility and health status, arranging ambulance transport when necessary, if relatives/carers cannot assist.
- Assess the communication skills of foreign patients, where a language barrier is indicated on the referral, arranging sign language or interpreters when necessary, if relatives/carers cannot assist.
- Refer patients to the Paying Patients Office when circumstances indicate that free NHS provision of care may not be applicable.
- Inform the Senior Cancer Referrals Co-ordinator of any potential breaches as and when they occur, having exhausted all possibilities of the patient being seen within 14 days.
- Advise patients of their appointments by telephone and make any necessary adjustments to the appointment date and/or time where the first offer is declined, always ensuring that the 14-day maximum waiting time limit is strictly adhered to.
- Post appointments, leaflets and other relevant information to patients, ensuring receipt is antecedent to their appointment.
- Contact patients who fail to attend their appointment to ascertain reasons for non-attendance and book a further 14-day appointment if appropriate.
- Contact the service to write a discharge letter to the referrer when required and inform the Senior Cancer Referrals Co-ordinator if a patient DNAs a previously agreed appointment, has already cancelled a previous appointment, or other circumstances prevent attendance.
- Create and maintain patient records on the Somerset Cancer Register ensuring all entries are up to date and accurately reflect the patient's pathway up to first

appointment/diagnostics attended.

- Obtain daily reports from the Somerset Cancer Register acting promptly in ensuring that attendances are recorded in a timely fashion, correcting input errors and entering omissions.
- Work closely with the Senior Cancer Referrals Co-ordinator in resolving issues, problems, difficult queries and complaints.
- Perform filing, photocopying, scanning, mail distribution and other ad-hoc clerical duties in the absence of the Cancer Referrals Assistant.
- Carry out reasonable ad-hoc tasks as requested by the Senior Cancer Referrals Co-ordinator or the Cancer Pathway Manager.

4. CLINICAL / OPERATIONAL RESPONSIBILITIES

- Interrogate IT systems and extract clinical reports that identify cancer diagnoses, taking appropriate action to ensure that all are recorded timely on the Somerset database either by direct input or by distribution to the relevant MDT Co-ordinators.
- Ensure all histology, cytology, haematology and radiology reports available are reviewed by the CNS to establish which patients should be discussed at the next MDT meeting and which patients require arrangement of further appointments/tests prior to MDT discussion. If further appointments/tests are necessary, liaise with appropriate colleagues to arrange urgent dates.
- Prepare an MDT pro-forma for each patient to be discussed and medical notes in readiness for the discussion outcome to be recorded when the Somerset database is not available.
- Report malfunctioning MDT apparatus to the facility's administrator.
- Ensure decisions, management and treatment plans are recorded on the MDT pro-forma and signed for appropriately.
- Assist in the collection and recording of clinical dataset using tumour specific databases such as NPCA, NLCA, etc.
- Decipher and extract clinical information from medical notes/electronic records for Somerset database and clinical database input, seeking advice and clarification from nursing or medical colleagues where appropriate.
- Carry out reasonable ad hoc tasks as requested.
- Validate the PTL and compile extensive reports analysing the reasons for delay within the patient pathway regarding patients who breach 104 days+ for harm review risk assessments to be conducted and pathway improvement.

5. POLICY, SERVICE, ORGANISATIONAL AND PROFESSIONAL RESPONSIBILITIES

- Be familiar with and understand cancer waiting times and their application to individual tumour groups.
- Keep abreast of changes in national and local policies that affect MDT meetings and cancer waiting times.
- Support the multidisciplinary team and the Cancer Pathway Manager in identifying and facilitating service enhancement in any areas where the care of the cancer patient can be improved and waiting times reduced.

7. PERSONAL DEVELOPMENT

All staff are required to be complete a “My Conversation” with their line manager once a year at a personal development review meeting.

Progress made over the last year is discussed and agreed, with a focus on the upcoming year’s departmental and personal objectives being identified, discussed and agreed.

Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge & skills competency framework.

Mandatory Trust Responsibilities

AMENDING THE JOB DESCRIPTION: As the organisation evolves, there may arise a need to adjust the tasks and /or the responsibilities of the postholder. This will be done in consultation with the post holder with the aim of mutually agreeing to any reasonable changes.

CONFIDENTIALITY: The post holder must always maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

DATA PROTECTION: The post holder must always respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

POLICIES and PROCEDURES: The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of the Trust’s Risk Management Strategy which includes the responsibilities placed on them by the Health & Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

GENERAL: The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the Trust develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

HEALTH AND SAFETY: Under the Health & Safety at Work etc. Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts or omissions at work. This includes co-operating with management in complying with health and safety obligations, commensurate with their role, to maintain a safe environment and particularly by reporting promptly any incidents, defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work etc Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, others and visitors.

EQUAL OPPORTUNITIES POLICY: The Trust operates in a multi-ethnic area. All members of staff are expected to consider equalities in all areas of work.

All employees are expected to abide by the Trust's equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

Behavioural Qualities:

- To be inclusive, promote equality and diversity, and challenge discrimination.
- To be kind and treat people with compassion, courtesy and respect.
- Be empowered to make improvements to the way care is delivered and the way services are run.
- Foster strong teamwork and take care to understand what matters to patients, service users, residents and staff.
- To be optimistic and ambitious and are not afraid to step out of our comfort zone when working with others.
- To be consistent in the way we communicate our views, being respectful and honest to all who we are talking to.

Date: 12/04/2024

Prepared By: Zenita May-Richards

Person Specification

| Selection Criteria | Essential Criteria | Desirable Criteria | Means of Assessment |
|-------------------------------------|---|--|-----------------------|
| Education/ Qualification | GCSE level or equivalent standard of education. | | Application/interview |
| | Basic IT literacy. Extensive knowledge of Cancer Waiting Times | | Application/interview |
| Skills/ Abilities | Good standard of literacy and numeracy. | | Application/interview |
| | Practical IT skills, including use of Word, Excel, Internet, E-mail, and database input. | | Application/interview |
| | Data entry. | Ability to understand and interpret medical terminology, particularly in relation to a variety of cancers. | Application/interview |
| | Ability to use initiative. Problem-solving skills. | | Application/interview |
| | Excellent self-organisation and prioritisation skills. | Working knowledge of the cancer database (Somerset Cancer Registry) | Application/interview |
| | Ability to work within set timeframes. | | Application/interview |
| | Ability to communicate effectively and professionally at all levels. | | Application/interview |
| | Ability to learn to understand and interpret medical terminology, particularly in relation to a variety of cancers. | | Application/interview |
| | Ability to respond positively and efficiently to changes resulting from new Government directives as well as service improvement and modernisation programmes within the Trust. | | Application/interview |
| | Ability to live type at speed. | | Application/interview |

| | | | |
|----------------------------------|--|---|--|
| Experience/ Knowledge | <p>Working in a customer care environment.</p> <p>Dealing with difficult situations.</p> <p>Communication at all levels.</p> <p>Working to strict timetables.</p> <p>Organising own workload.</p> <p>Working within a team.</p> <p>Using own initiative within guidelines.</p> <p>Working with Word, Excel and Outlook.</p> <p>Previous experience as an MDT Coordinator within one or more tumour sites</p> | <p>Previous experience working in a hospital setting.</p> <p>Previous experience with Careflow (Formerly Medway) and Epro computer systems.</p> | <p>Application/ interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p> |
| Personal Qualities | <p>Attention to detail.</p> <p>Adaptable to change.</p> <p>Flexible in terms of start/end times and approach to work.</p> <p>Reliable work record.</p> <p>Professionalism.</p> <p>Empathetic.</p> <p>Sense of humour.</p> | | <p>Application/interview</p> <p>Interview</p> <p>Application/interview</p> <p>Application/interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> |