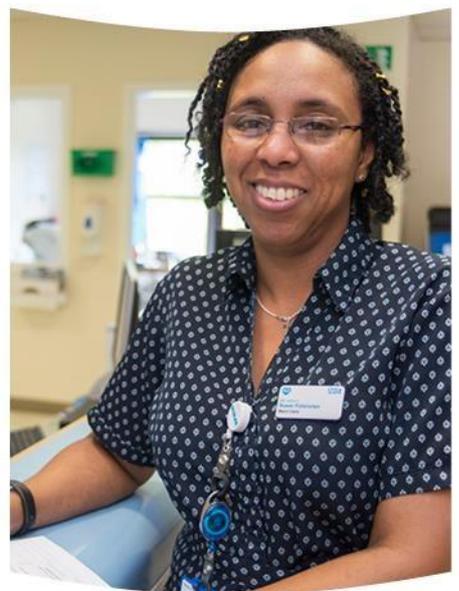


Apprentice Patient Pathway Administrator

Administrative Services

Job Description and Person Specification



About us

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: Apprentice Patient Pathway Administrator (Typist)

Band: Apprentice Band 3

Hours of work: 22.5 per week

Location: Queens Hospital

Specialty/department: ENT DEPARTMENT

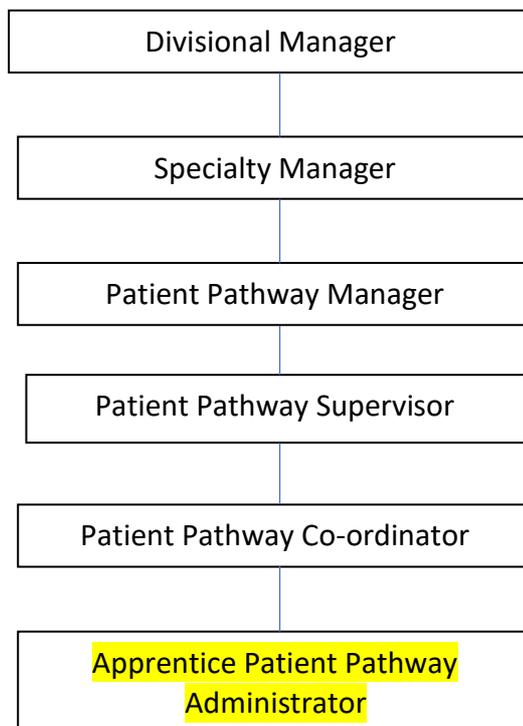
Accountable to: Specialty Manager

Responsible to: Patient Pathway Manager

1. Job purpose

The patient pathway Administrator (PPA) will work within dedicated speciality Divisions to facilitate the smooth running of the patient journey by ensuring that there are co-ordinated and streamlined administrative processes that revolve around the patient and their individual needs.

Organisational Position ([illustrative](#))



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

Consultant staff and other health care professionals

Co-workers

Patient Pathway Supervisors

Patient Pathway Administrators

Senior Managers

Central OPD Booking office/Call Centre

Reception Staff

Clinic Prep

Health Records

Transport

PALs/Complaint Officers

Apprenticeship and Career Hub

All other clinical and non-clinical departments as required

External Relationships

Patients/Relatives/Carers

General Practitioners/Surgeries

Clinicians/Staff from other Trusts/Healthcare Providers Nursing Homes

3. Job summary

The post holder will provide a flexible administrative support service across the department as required by workload demands and agree priorities in liaison with the Patient Pathway Supervisor/Patient Pathway Co-ordinator. It is essential that the post holder has good communication skills, is organised and assertive in dealing with health professionals. The post holder must maintain a high degree of confidentiality in all aspects of service delivery and patient information in accordance with Trust policies and procedures and compliance with the Data Protection Act.

4. Clinical / operational responsibilities

As an apprentice it is not expected that you will have all the necessary skills to complete the tasks below immediately; you will be offered on the job training on the various systems we use and will also gain experience while completing the Level 3 Business Administrator Apprenticeship programme.

- The post holder must have a flexible and responsive approach to the varying demands of the post.

- To work in an efficient, effective, and timely manner and be adaptable to change.
- To follow agreed protocols and policies seeking advice where appropriate.
- To demonstrate a positive attitude to the work of the Department and service
- To work to the defined quality standards for all aspects of the service.
- Providing administrative cover for other specialties within the Division if needed and as agreed with Supervisors or Managers.
- Undertake any other duties commensurate with the grade as agreed and delegated by your supervisor.

PPC Support

- Contact patients to give them relevant information, e.g. changes to TCI time, clinic cancellations, theatre cancellations, rescheduling TCIs etc.
- Book follow up appointments if/when needed.
- Where necessary phone patients to fill late theatre slots and ensure that all patients are offered the choice of the very next TCI date and time available.
- Maintain data quality.
- Ensure records are sent back to Medical Records when no longer required.
- To provide support/cover for other PPC teams within the Division at periods of high demand, or to cover periods of absence.
- To inform PPC team on receipt of reports and help book the theatre lists accordingly.

5. Behaviour 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.

6. Policy, service, organisational and professional responsibilities

- Ensure that all work related to the apprenticeship is completed in the specified timeframe. This includes attendance at all workshops, meetings with your allocated Education Coach and all written assignments.

- Ability to manage and prioritise workload appropriately, frequently under pressure, to have awareness of and be compliant with, performance indicators and targets required by the Trust.
- Respond to enquiries/complaints either by phone or post to facilitate effective resolution involving appropriate team members in an empathic, polite, tactful, courteous, and professional manner ensuring these are actioned appropriately with minimum delay.
- Other tasks as required by the Patient Pathway Supervisor or Senior Managers.

7. General

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The postholder must be aware of, and work in line with, our Trust's Safeguarding Adults and Children procedures.
- Provide cover for colleagues across the Specialty/Clinical Division during periods of planned annual leave and sickness.
- Adhere to all Trust policies including infection control, Hygiene Code, Data Protection Act and Uniform Policy, take appropriate account of patients rights and diversity and ensuring fair access to services.
- Be proactive in the development and continuous improvement of the role making recommendations for changes in process in light of the Trust's on going transition and implement new procedures as appropriate.
- Management and prioritisation of enquiries from patients, relatives and outside agencies in a reassuring, sensitive and tactful manner.
- Provide relevant information to the information team as required.
- To participate in and facilitate audits as required for the specialty disseminating necessary information as requested by the clinical team and/or line manager.
- Working from other sites within the Trust when necessary.
- To undertake the collection, sorting and delivery of team post to and from the PPC Team.
- To undertake any other administrative duties as required by the clinical team.
- To pull, track and file medical notes as required by the team in liaison with Health Records and other departments.
- To chronologically file clinical documents into the medical notes as required.
- To send, receive and log faxes (including GP faxes) in line with departmental procedures/protocols.
- Arranging couriers for urgent transfer of notes or specimens, and keep a log of anything sent in this way.
- To provide day to day administrative support to clinical colleagues as required, including scheduling and arranging internal and external meetings and arranging training.

- To undertake any other admin duties as required by clinical staff/line manager including typing general correspondence, production of documentation relating to teaching, Research & Development.

8. Personal development

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.

- To undertake team training as identified and to demonstrate a commitment to the development of effective team working.
- To facilitate good team working relationships both within own clinic and the Trust.
- To undertake all mandatory and statutory training within the Trust and any other training required in order to be able to carry out daily duties.
- Undertake any other duties commensurate with the grade as agreed and delegated by your manager.

Mandatory Trust responsibilities

Amending the job description

This is a newly created role and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality

The post holder must at all times maintain a 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 postholder must respect patient named confidentiality in keeping with "Caldicott principles".

Data protection

The Trust relies on special provisions under data protection legislation to process personal information. Personal information includes name, address, national insurance number and date of birth as well as anything else confidential or sensitive. For example, racial or ethnic origin, trade union membership, health and the commission or alleged commission of any criminal or civil offences.

The Trust's fair processing notice on its [intranet](#) and [website](#) details what personal information the trust uses, why this is required, the lawful basis for processing (legitimate reasons for collection, storage, usage and sharing), how the Trust processes (uses, stores, retains, disposes and protects) personal information, retention periods, who we share personal information with, confirmation of your information rights and the process for reporting a complaint or concern.

The Trust will lawfully process your personal information in compliance with data protection legislation.

Leaders' agreement

If the post holder has leadership and/or line management responsibility, then they are responsible for demonstrating, and developing in line with, the standard of behaviour as outlined in our Trust 'Leaders' Agreement'.

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 our Trust's Risk Management Strategy which includes the responsibilities placed on them by the Health and Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

Safeguarding children and vulnerable adults

Safeguarding and promoting the welfare of children, young people and adults is central to the care provided by our Trust and the post holder must be aware of their responsibilities and work in line with our Trust's Safeguarding Adult and Children Procedures.

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.

Sustainable development and our health and wellbeing

The Trust is committed to UK Climate Change Act and NHS Sustainable Development Unit strategy to reduce its business activity related carbon emissions and its impact on the environment. Our Sustainability vision is to "continually sustain, retain and enhance the savings and culture change to meet our sustainability commitments."

All staff are required to support the Trust's Sustainability vision, which aims to minimise environmental and healthcare impacts by developing preventative approaches. This will help improve the internal and external environment, reduce impact on natural and energy resources, reduce air pollution, prevent infection, provide financial savings and improve the health and wellbeing of staff, patient and the public.

All Managers Band 7 and above are required to take appropriate responsibility in their departments. They are expected to support in raising awareness, encouraging staff on waste segregation, energy savings, promoting active and healthy modes of travel, help reduce waste and embed sustainability by completing a Sustainability Impact Assessment on their local activity and business cases.

Infection control

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

Smoke free

Our Trust buildings and grounds became fully Smoke Free on National No Smoking Day 11th March 2015. Our Trust expects all staff to promote healthy living and to set good examples in their own behaviour. Those not ready to quit smoking must remain smoke free during working hours, and will not be able to smoke in Trust uniform, in Trust grounds including car parks, while driving on Trust business or take smoking breaks. Second hand smoke causes heart and lung disease, and is harmful to young children. However, disposable or rechargeable e-cigarettes ("vaping") may be used outside hospital buildings.

General

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

The postholder 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 postholder. As our Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

Equal opportunities policy

Our Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work.

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

Date: 5/03/2024

Prepared By: HR

Person Specification

Selection Criteria	Essential Criteria	Desirable Criteria	Means of Assessment
Education/ Qualifications	<ul style="list-style-type: none"> • Minimum of 5 GCSE's including Maths and English at Grade C/4 and above • Typing approximately 50wpm with experience of audio typing 	<ul style="list-style-type: none"> • IT qualification demonstrating literacy and application skills • Understanding of medical terminology • Knowledge of full range of administrative policies and procedures. 	Application
Skills/ Abilities	<ul style="list-style-type: none"> • Experience dealing with customer complaints. • The ability to prioritise tasks effectively. • To work within a team 	<ul style="list-style-type: none"> • Knowledge of patient targets and pathways • Ability to negotiate resources with other departments. 	Application/ interview
Experience/ Knowledge	<ul style="list-style-type: none"> • Computer literate with knowledge of Microsoft packages, and good keyboard skills. • Knowledge of databases, spreadsheets eg PAS, Excel or similar applications. • Knowledge of confidentiality and data protection principles • Knowledge of health and Safety • Knowledge of Equality and Diversity 	<ul style="list-style-type: none"> • Experience working in a clerical/admin role • Experience of dealing with customer complaints • Experience of patient administration work in healthcare setting • Experience of using a full range of IT/Patient administration systems • Knowledge of NHS service provision including the pathway care • Knowledge of healthcare administration systems and processes 	Application/ interview

<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Demonstrate excellent interpersonal skills, verbal, and written communications. • Proactive, takes own initiative. • Willing to take ownership and accountability. • Team player with collegial working style and willingness to share responsibility. • Flexible, responsive approach to work. • Committed to a patient first philosophy. • Able to deal very sensitivity and non-confrontationally with colleagues, patients, and relatives. • Confident to work assertively with multidisciplinary team. 	<p>Able to work under pressure and to deadlines.</p>	<p>Interview</p>
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