

JOB DESCRIPTION

1. JOB DETAILS:

Job title:	Inpatient Booking Co-ordinator/Medical Secretary
Band:	4
Directorate:	General Surgery & Cancer
Location:	Truro

2. JOB PURPOSE:

The role of the Inpatient Booking Co-ordinator/Medical Secretary is to ensure inpatient booking is carried out in line with Trust Policy in full co-operation with the Clinical Administration Lead (CAL) and the Care Group Management Team, ensuring best practice is maintained at all times.

The post holder will be responsible for all additions, removals, amendments and validation of the Trust's waiting lists within their respective Specialty.

To provide cover for colleagues in a similar role.

To provide comprehensive secretarial and personal assistant support to the nominated consultants including the provision of audio typing support.

3. DIMENSIONS:

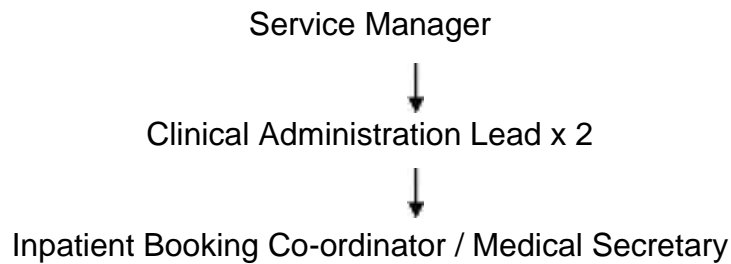
1. Communication:

- Be a role model demonstrating good communication and ensuring robust and open communication with all staff through regular meetings within the specialty area.

2. System Utilisation:

- Have robust knowledge and understanding of both Trust, National Access and cancer targets in particular the RTT pathways for clinical services.

4. ORGANISATION CHART:



5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:

Comprehensive knowledge and practical experience of hospital and IT systems including MS Office, all modules of PAS, Galaxy Theatre system, along with advanced keyboard skills.

Ability to formulate and implement solutions to areas of concern with regard to waiting list accuracy and/or compliance with NHS targets.

Experience of waiting list management and understanding of local and national targets and RTT.

Ability to organise and prioritise own workload to meet all relevant deadlines. Ability to deal distressing situations.

Medical Secretary experience, particularly audio-typing and medical terminology.

6. KEY RESULT AREAS:

Data Quality and Delivery of Access Targets:

Arrange patient admissions using hospital systems, including pre-operative assessment appointments, sending out relevant paperwork as necessary in line with the Patient Access Policy and Inpatient Handbook. Ensure that all patients with an elective 'to come in' date have confirmed their appointments within an appropriate timeframe in order to fully utilise available capacity.

Communicate and escalate any shortfalls in capacity to the CAL and ensure additional capacity is fully utilised and appropriately communicated to patients.

Key areas of responsibility:

- Weekly monitoring of patients with 'late', 'no' or unconfirmed TCI.
- Liaising with consultants and secretaries as to dates of treatment for patients
- Same day cancellations – ensuring patients are re-booked within 28 days of cancellations or within RTT breach date (whichever is sooner).
- Ensuring Pathway ID's are attached to all inpatient episodes.
- Monitor and action admissions to waiting list report in conjunction with the CAL.

Quality Waiting List Management:

Add patients to the waiting list in line with clinical instructions and Trust policy, ensuring correct data information relating to patients is maintained and updated as necessary to include:

- Active waiting lists
- Planned/Suspended lists
- Pre-assessment clinics

Ensure that inpatient booking maintains compliance for clinical activity in line with NHS waiting times, i.e. RTT pathway and subsequent targets and ensuring patients are booked according to clinical urgency and RTT chronology. Ensure validation of RTT patient pathways is undertaken at time of adding to the waiting list and at the time of typing letters to insure that phase 2 patients are managed appropriately.

Communication:

- Demonstrate good communication and ensure robust and open communication.
- Provide up-to-date information relating to the Care Group waiting lists as directed by the CAL and Care Group Management Team and ensure any potential capacity shortfall or potential waiting list breaches are escalated within a timely manner to the CAL.

System Utilisation:

- Develop a good knowledge and understanding of both Trust and National access targets, in particular the RTT pathways for clinical services.
- Develop a good knowledge and use of Trust IT systems, e.g. Galaxy, PAS, Clinical Care and specialist systems in use in clinical areas.
- Assist the Access Team to implement policy/work changes within the Care Group and to improve efficiency.

7. COMMUNICATIONS AND WORKING

RELATIONSHIPS: Key Relationships:

The post holder will be required to develop excellent working relationships with the List Broker, CALS, Secretaries, Managers, Information Leads, Medical, Nursing and Allied Health Professionals based in specialty areas.

To have excellent written and communication

skills To have appropriate typing skills

Excellent interpersonal skills with the ability to communicate with all levels of staff across the Trust.

To ensure high standards are maintained in the overall administration of waiting lists, according to Trust policy.

Requires negotiation, facilitation and persuasion skills.

8. MOST CHALLENGING PART OF YOUR JOB:

The post holder will need to be resilient and diverse, working under constant pressure with competing agendas.

9. OTHER

- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post Of: In Patient Booking Co-ordinator/Medical Secretary – Band 4

<u>ATTRIBUTES</u>	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	<p>Proven computer experience (Word, Excel, Email, Internet & PowerPoint).</p> <p>GCSE A-C in English or equivalent.</p> <p>RSA 2/3 in medical audio typing or equivalent experience</p> <p>AMSPAR/City & Guilds Medical Secretary /Terminology</p>	<p>NVQ in Administration or equivalent. ECDL.</p>	<p>Application Form</p> <p>Interview</p> <p>Certificates</p>
EXPERIENCE	<p>Previous NHS experience or similar healthcare background Ability and expertise in managing own workload.</p> <p>Experience of Excel, Windows and the use of databases.</p> <p>Use of electronic patient record systems such as the Patient Administration System (PAS) , Maxims, RADAR, Dragon</p>	<p>Experience of Galaxy</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
PRACTICAL AND INTELLECTUAL SKILLS	<p>Proven communication skills.</p>	<p>Knowledge of hospital activity</p>	<p>Interview</p>

(INCLUDING ANY SPECIAL KNOWLEDGE)	<p>Ability to prioritise and manage own workload.</p> <p>Able to work independently using own initiative and within the team as required.</p> <p>Understanding of appointment systems.</p> <p>Knowledge of medical terminology.</p>		<p>References</p>
DISPOSITION/ ADJUSTMENT/ ATTITUDE	<p>Adaptability, flexibility and ability to multi task.</p> <p>Desire to achieve and sustain high standards.</p> <p>Sensitivity in dealing with patients.</p> <p>Able to cope with sensitive nature of work, and to deal with challenging and difficult behaviour in an appropriate manner.</p> <p>Able to work under pressure and meet deadlines.</p>		<p>Interview</p> <p>References</p>
TRAINING	<p>Mandatory training.</p> <p>Willing to undertake further training for personal development and maintain up to date skills.</p>		<p>Interview</p>

ADDITIONAL CIRCUMSTANCES	<p>Ability to undertake duties</p> <p>Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable.</p> <p>Flexible with regards working hours</p>		Occupational Health Clearance
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