

## Job Description

<b>Title:</b>	<b>Receptionist / Patient Pathway Administrator</b>
<b>Grade:</b>	<b>Band 3</b>
<b>Annual Leave:</b>	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service
<b>Department:</b>	<b>Trauma and Orthopedics Services</b>
<b>Responsible to:</b>	<b>Operation Manager Trauma and Orthopedics</b>
<b>Accountable to:</b>	<b>Service Manager, Trauma and Orthopedics</b>

## POST SUMMARY

The post holder will be responsible for providing a high-quality appointment booking and referral management service for all patients, including fracture patients, partial and direct bookings and choose and book appointments. Appointments can be made by phone, face-to-face, e-mail or by choose & book. The role incorporates general office duties to all users of the service, in an efficient, professional, and responsible manner.

Functions of the role include customer care, and close liaison with clinicians, senior management, medical staff, and the use of the Electronic Patient Records (CareFlow) and Choose and Book e-referral service.

An in-depth knowledge and experience of Medway and Choose and Book system is paramount, to ensure the booking functions are carried out to the required high standards and to provide a speedy, reliable, accurate and professional service.

The booking center is one of the first points of contact for patients and the trust; therefore, it is important that the staff portray a professional corporate image. always Providing excellent customer care using Trust Customer Care Standards and applying the Trust ICARE values.

The post holder will also source, register and upload documents for new patients, book and reschedule appointments for patients.

The post holder will be highly motivated, flexible and enthusiastic with excellent organizational and computer skills. The role will involve using computerized information systems, collating statistics and returns required by the Trust, word-processing and being first port of call for client's relatives, carers and other professionals.

### **Appointment booking**

- To deal promptly and in a professional manner with appointment bookings, cancellations and queries over phone or email taking the necessary action required to assist the caller, including transferring the call to another department if appropriate; respond to all voicemails by the next working day.

- Take an active part in the rotation of all duties including, messages and, telephone queries, booking appointments, where necessary or appropriate.
- Booking and arranging patient transport service requests following Trust transport policy
- Arranging and booking interpreters, ensuring patients are supplied with information and explanatory leaflets
- Consistently polite, courteous and friendly manner when dealing with patients, visitors and staff who may be anxious or worried.
- Deal promptly and in a professional manner with telephone enquiries, taking the necessary action required to assist the caller
- Allocate appointments both new and partial booking follow ups in a timely and prioritised manner to ensure all local and national targets are met. Where there may be potential breaches of these targets to escalate to the relevant supervisor immediately.
- Escalate any capacity issues that prevent appointment booking within agreed timescales to supervisor.
- Ensure partial booking lists are checked and actioned each week for patients due for appointments and inform relevant Patient Pathway Co-ordinator Team is information of any bookings not made (due to patient choice or not being contactable).
- Ensure appropriate appointment letters are sent to patients. Send out information leaflets to patients with the letters for specialist clinics as required.
- Ensure patients are booked into reserved slots on specialist clinics as required.
- Make appointments according to the clinic profile on Medway ensuring that clinics are adequately filled but not overbooked; overbooking clinics should only happen with the written authorisation of the consultant whose oversees the clinic.
- Where the patient is not contactable via usual methods, to liaise with the referring GP or clinician to ascertain alternative contact details for the patient and/or relative or carer.
- To ensure that any patients who request removal following validation are removed and the relevant Patient Pathway Team and clinical staff informed.
- Relay appointment information and detailed directions to ensure the patient knows where they need to attend at a specific time with the appropriate clinical preparation.
- Where necessary phone patients to fill late cancellation slots and ensure that all patients are offered the choice of the very next appointment date and time available; keep the patient pathway teams and health records informed of late changes and clinic alterations.
- Take appropriate action where patients have not responded to their invite letters. Notify patients, GPs and other referrers where appropriate when patients have been removed from the outpatient waiting lists due to not being contactable.
- Print appointment letters; process letters through letter stuffing machine for dispatch.
- Notify medical records of deceased patients by completing the RIP form.

- To ensure that all patients recorded data in manual and computerised systems is dealt with in accordance with agreed policies and procedures.
- To ensure that all policies and procedures are adhered to and training undertaken where new policies and procedures are implemented. In particular, those for confidentiality and information security.
- To ensure that general administrative work associated with referrals, appointments and waiting lists is undertaken according to the expected standards.
- To cover for colleagues within the team, and undergo cross training to ensure robust cover arrangements.
- Carry out any other duties, commensurate with the grade, as requested by line manager.
- To respond to any queries and complaints from patients, managers or clinicians regarding clinics, referrals, bookings and waiting times, ensuring that any serious issues are passed on to the appropriate manager.
- Manage partial booking process (sending letters, taking calls, booking appointments) from lists supplied by PPCs

### **MAIN DUTIES**

- To provide a high quality, helpful and courteous response for members of the public, service users and representatives of other departments or agencies by telephone, showing sensitivity to their feelings and respecting their wishes wherever possible.
- To communicate effectively with callers, managing expectations and ensuring patients are happy with the responses they receive. Also, to liaise externally with clinicians, team leads and service managers to maintain a positive image and reputation for community services.
- To register new patients onto the electronic patient record system such as Care flow, and other relevant patient systems
- To administer the processes for establishing efficient clinic utilisation; this includes identify and managing the long waiter with use of the PTL list, booking interpreters and supporting patient with booking of transport, sending group text message reminders to patient when appropriate, processing outcomes, cancelling and rescheduling clinics.
- To maintain accurate electronic records.
- To manage the generic mailboxes, respond to service users queries, forward relevant communications/reports to the clinical teams, and escalate complex matters as necessary to the Deputy Service Manager
- Organizing teaching and education days for staff; booking rooms and hospitality, advertising, booking in staff, photocopying materials, supporting logistics (in conjunction with systems admin team)

- To administer incoming and outgoing post as necessary.
- To be involved in continuous review of systems and processes.
- To assist with analysis and monitoring of performance and activity, making use of a range of information. Including the PTL reports and qlikview
- Provide cover and support the administrative team when necessary, depending on the needs of the service.
- To work as part of a team and when necessary, assist colleagues in their workloads and provide cover for them during absence.
- To participate in the Trust's Appraisal system under the supervision of the Deputy Service Manager and attend any training courses as deemed appropriate to meet the objectives of the service and for personal development.
- To complete of all mandatory training required by the organisation and ensure all modules are within date.
- To take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.
- The above is only an outline of the tasks, responsibilities and outcomes required of the role. This may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

### **Communication**

- To ensure that confidentiality is maintained with regard to the business of the services at all times.
- To liaise effectively with their line manager.
- To provide general non-clinical information and guidance regarding the Whittington Health Community Services to the referrers, patients, carers and the general public, in an appropriate manner.
- To ensure that the patient understands the information regarding their appointment and their responsibilities in lines with Whittington Health Service guidelines.
- To manage all correspondence generated by the Community Services to patients, GP's and other health professionals in line with the Whittington Health procedures and protocols.
- To be able to utilise sensitive communication skills to ensure the patient, carer or other health professionals are happy with the care processes

### **Training and Development**

- To be appraised annually as part of the Trusts Individual Performance review and Personal Development Plan
- To take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.

- To actively participate in the post holder's own appraisal scheme in lines with the Whittington Health Service guidelines.

- To complete of all mandatory training required by the organisation and ensure all modules are within date

## Revalidation and Registration

It is the responsibility of all staff registered with a professional body to:

- Act within the Professional Bodies Code of Practice
- Maintain their own work profile to ensure revalidation standards are met and assist junior registered staff in achieving revalidation.
- Contribute and participate in the development of nurses and nursing practice across the trust through leading ward projects and supporting training.
- Ensure optimum use is made of working time.

## Equal Opportunities

Our latest policy known as “Promoting Equality, Diversity and Human Rights” outlines the Trust’s commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: <http://www.whittington.nhs.uk/default.asp?c=10505&q=equality> ”

## Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

## Working patterns

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

## Health & Safety Policy

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

## Safeguarding

To comply with the Trust’s Safeguarding Children and Adults policies, procedures, and

protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. This will require you to:

- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct.

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

### **Data Protection**

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do it in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

### **Confidentiality**

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

### **Whittington Mission, Vision and Goals**

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

#### **Our mission**

Helping local people live longer, healthier lives.

#### **Our vision**

Provide safe, personal, coordinated care for the community we serve.

#### **Our goals**

We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.

- To secure the best possible health and wellbeing for all our community
- To integrate and coordinate care in person-centered teams.
- To deliver consistent, high quality, safe services
- To support our patients and users in being active partners in their care
- To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
- To innovate and continuously improve the quality of our services to deliver the best

## Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.

Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.



## Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

## Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

## No Smoking

Whittington Health promotes a No Smoking *Policy* as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

## Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

## Probationary Period

Employment at Whittington Health is offered subject to successful completion of a 6 month probationary period for all staff with the exception of GMC Registered Doctors.

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# Person Specification



Attribute		Essential/ Desirable	How Assessed
<b>Education / Qualifications</b>	Excellent written/spoken English	<b>E</b>	<b>A/I/T</b>
	Educated to GCSE/O level or equivalent	<b>E</b>	<b>A/I</b>
	Higher education to A level or equivalent work experience	<b>E</b>	<b>A/I</b>
<b>Knowledge, Skills &amp; Abilities</b>	Ability to work as part of a team	<b>E</b>	<b>A/I</b>
	Ability to communicate in a clear and professional manner	<b>E</b>	<b>A/I</b>
	Ability to act appropriately in stressful situations	<b>E</b>	<b>A/I</b>
	Willingness to undertake and use training relevant to the post	<b>E</b>	<b>A/I</b>
<b>Experience</b>	Previous admin/office experience	<b>E</b>	<b>A/I</b>
	Previous experience of working within the NHS	<b>D</b>	<b>A/I</b>
	Knowledge of administrative procedures, range of computerised software including Microsoft packages.	<b>E</b>	<b>A/I</b>
	Previous Experience of Using RIO and other patient Data entry Systems	<b>D</b>	<b>A/I</b>
	Previous experience of booking and changing appointments	<b>E</b>	<b>A/I</b>
	Previous experience of dealing with the public face to face and over the telephone	<b>E</b>	<b>A/I</b>
<b>PERSONAL QUALITIES</b>	Personally/professionally responsible	<b>E</b>	<b>A/I</b>
	Flexible approach to changing circumstances and departmental needs	<b>E</b>	<b>A/I</b>
	Good organisation, time management and prioritisation skills	<b>E</b>	<b>A/I</b>
	Demonstrate good communication skills	<b>E</b>	<b>A/I</b>
	Ability to recognise in self work related stress and pressures	<b>D</b>	<b>A/I</b>

Completed by: .....

Date:.....

Offer post Yes/ No

Comments .....