



Job Description

Post title: Patient Flow Assistant

Grade: Band Three

Report to: Ward Manager

Accountable to: Patient Flow Manager

Role summary:

The post holder will work within the Ward environment and support the multi-disciplinary team, the patient and their family/carers in preparation for the patient to leave hospital. The post holder will work as an aid to discharge from an acute medical ward. The role will ensure the patient's discharge is a smooth transition from hospital back into the community in line with the Trust's discharge policy.

This role will provide patients with the highest standards of discharge planning in conjunction with the multi-disciplinary team.

Key Results Areas

To work in close liaison with the ward staff, discharge facilitators and patient flow manager in ensuring effective discharge planning and care, relating to high standards of evidence based-practice.

Competencies

Personal

1. To participate in appropriate meetings and staff development programmes as appropriate.
2. To comply with relevant policies and procedure of the trust.
3. To maintain correct personal appearance, appropriate to the clinical area and in line with Trust Uniform policy.
4. To present a pleasant professional approach with patients, Carers and staff.
5. To undertake any other duties of a similar nature in accordance with the role/band.

Clinical

- To work with the multi-disciplinary team on the acute wards to help facilitate the safe and timely discharge of patients who have been admitted to hospital.
- To carry out initial and follow up interviews with patients and carers in order to collect accurate information regarding home circumstances and pre admission abilities of those who require an assessment of needs.
- To have responsibilities for providing the patient and their carers with an estimated discharge date.
- To act as a link person between the patient, their family carer and all other members of the MDT involved with the patient discharge preparation.
- To have a responsibility for keeping daily patient discharge plans and accurate information available for sharing information with all concerned.
- To develop a rapport with patients and their carers, and encourage an interest and participation in the discharge process.
- To utilise the skills, knowledge and expertise of all members of the MDT in order to facilitate the safe, timely and effective discharge of patients.
- To communicate immediately any potential problems regarding a patient's discharge to the appropriate person to ensure that problems are escalated to a senior practitioner and the process is proactive.
- Liaise with staff to facilitate the safe and timely discharge of patients and respond as required to day-to-day demands in service.
- Liaise with GMAS as required to ensure that appropriate transport is booked.
- To participate in wards rounds and MDT meetings to ensure good communication continues between team members.
- Finalise the discharge/transfer arrangements 48 hours before discharge where possible and confirm with patient/carers.
- Ensure patient has a change of personal clothing and be dressed accordingly for transportation home
- Ensure that patient-status-at-a-glance information boards are up-to-date
- Ensure all discharge medications are prescribed at time of discharge decision and utilise the discharge lounge ensuring that patients are discharged/transferred from the ward in a timely manner

Communication

- Receive and relay oral and written messages

- Undertake clerical duties under the direction of the ward manager or named deputy
- Talk with patients and offer them support when anxious or distressed.
- Maintain confidentiality in all aspects of work and role.
- Answer and relay telephone enquiries in a courteous and explaining nature
- Use communication skills to manage any aggressive or abusive behaviour
- Keep up to date with all internal communications (trust, division, department, ward memos, emails newsletters, team brief) and attend ward meetings
- Ensuring patient/visitor information is available in the ward area relating to discharge information
- The post holder will be expected to have good communications and working relationships with the following key staff. Modern Matrons/Patient Flow Manager/Trust Discharge Co-ordinators, medical staff, nursing and allied Healthcare professionals working in medicine.
- External relationships; social services, district nursing teams. Intermediate care, rapid response team, help the aged and specialist service providers and the hospital at home team.
- Work towards a standard operating procedure for all admissions and discharges.

Education and training

- Attend all Mandatory training as required
- Undertake relevant training and education so as to promote skills and care given to patients i.e. customer care, infection control, violence and aggression
- Role related training and establishing working networks/relationships

Clinical Governance

All staff must; take care of their own safety and others who may be affected by their actions or omissions.

* Adhere to Trust and Departmental Health and safety Policies and use any equipment or personal protective equipment provided to ensure safety.

* Co-operate with their managers to maintain safe systems and safe workplaces.

* Report any accidents/incidents or ill health, failings in premises equipment or personal protective equipment.

* Not interfere with any equipment provided to ensure Health and Safety.

* Not attempt to carry out tasks or repairs beyond their competence.

Report any untoward incidences or accidents using the Hospital reporting system

Data protection

Do not attempt to undertake any roles or tasks outside of or beyond your competence

Establish credentials of visitors, relatives and health care workers in order to protect the patient

Adhere to Trust policies procedures and guidelines.

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006(all measures known to be effective in reducing Health Care Acquired Infections).

General

The post holder maybe expected to cover duties of colleagues in posts of the same pay band within the post holder's knowledge and skills.

The job description is not exhaustive and is subject to review and amendment in consultation with the post holder as the role develops.

Person Specification

Job Title: Patient Flow Assistant (Band Three)

	Essential	Desirable	Assessment
Education & qualifications	Healthcare related experience NVQ level 3 in Acute Care (acquired in a hospital setting) or equivalent experience	Presently working within an acute NHS ward environment	Application Interview
Skills	Good communicator Able to work alongside others and follow instructions Able to organise own workload and use own initiative IT Skills Confidentiality		Interview
Experience	Working in a care setting, with people or children or been a carer for someone	NHS Experience in an Acute Setting	Interview Application
Knowledge	Understanding of the type of work involved and expected in the role. Healthcare service. Understanding of confidentiality Basic Knowledge of the Discharge Process	Knowledge of Single Assessment Process Knowledge of adult protection issues Knowledge of current health issues Knowledge of complaints handling	Interview

Work related circumstances	Satisfactory health record Motivated Clean and smart appearance		Interview Occupational health appt References
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