

Job Description

JOB TITLE: Waiting List Administrator

DIVISION: Surgery

GRADE: 3

REPORTS TO: Deputy Service Manager

ACCOUNTABLE TO: Service Manager

[About NUH](#)



1. **Patients** - We will ensure our patients receive consistently high quality, safe care with outstanding outcomes and experience
2. **People** - We will build on our position as an employer of choice; with an engaged, developed and empowered team that puts patient care at the heart of everything it does
3. **Places** - We will invest in our estate, equipment and digital infrastructure to support the delivery of high quality patient care
4. **Performance** - We will consistently achieve our performance standards and make the best use of resources to contribute to an affordable healthcare system
5. **Partners** - We will support the improvement of the health of the communities we serve through strong system leadership and innovative partnerships to deliver integrated models of care
6. **Potential** - We will deliver world-class research and education and transform health through innovation

Our values are: Caring and helpful; Safe and Vigilant for our patients and colleagues; Being Clinically Excellent and driving innovation to meet the needs of our patients; Using our Resources wisely whilst; Providing Quality products, services and experiences for staff and patients

JOB SUMMARY

As part of a team, the post holder will be responsible for the management of the inpatient and day case waiting lists for a delegated number of consultants at Nottingham University Hospitals NHS Trust, in accordance with Government Access Targets and Trust's Access Policy. Also ensuring that there is an efficient and effective use of available resources at all times.

They will book elective TCI dates and associated pre-operative assessment clinics and transport. The post holder will also play a key central role within the service and is required to work in close liaison with NHS colleagues, patients and the general public.

The role/duties of the post are outlined above. In undertaking this role the employee will be expected to behave at all times that is consistent with, and actively supports the Trust values which are detailed below.

KEY JOB RESPONSIBILITIES

- Responsible for adding/removing patients to the NUH waiting list and co-ordinating/booking their admission to hospital, using hospital IT systems e.g. Medway PAS/ORMIS
- Ensure patients are added to correct waiting lists using hospital standard operating procedures, Medway PAS
- Working to agreed protocols to negotiate patient admissions for inpatient and day surgery procedures and minor procedure treatments.
- Provide appropriate confirmation letter of TCI to patient, along with any relevant supporting information.
- Ensure all relevant patient information is recorded on the Trust's IT systems and updated accordingly in line with Trust Access Policy and Procedures.
- Ensure RTT patient data is accurate at all times
- Amend patient information and admission requirements in line with pre-operative assessment information/findings.
- Produce speciality theatre lists for multi-disciplinary scheduling meetings, attend meetings, and undertake all required follow up actions to support patient admission
- Act as the first point of contact within the Trust for patients who have enquiries regarding admission details and waiting list queries, either by email,, phone or face to face.
- Ensure adherence to the Trust Waiting List Policy with regard to National and Trust Targets for waiting times.
- Provide non-clinical advice regarding hospital admission to patients seeking further advice from the Consultants or lead nurses as required.
- Be responsible for adherence to the Trust Access Policy with regard to National and Trust Targets for waiting times
- In conjunction with the appropriate managers liaise with external healthcare providers to facilitate the timely admission of patients.

- Be responsible for identifying potential breaches against Trust waiting list targets, and taking timely and appropriate action to avoid the breach, including 28 day target for cancelled ops.
- Liaise with clinical staff to ensure the availability of any specialist equipment as required.
- Ensure any patients who have not responded to letters, or do not attend pre-operative assessment clinics are contacted in line with the Trust Waiting List Policy.
- Work flexibly and provide cross cover for colleagues in the Directorate.
- Undertake any other duties and responsibilities, which may reasonably be required.
- Deputise for the Waiting List Co-ordinator where appropriate
- Participate in appraisals and personal reviews and work to achieve agreed set objectives.
- Participate in appropriate training and development activities.
- Participate in team, professional and personal development activities.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

Safeguarding children, young people and vulnerable adults

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

JOB REVISION

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Service Review

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

Job description reviewed by: JP

Date: May 2018