**Job Description for Band 3**

**Job Title:** Urgent Appointment Co-ordinator

**Band:** Band 3

**Base:** RSH

**Department:** Cancer Services

**Responsible to:** Urgent Appointment Team Leader

**Accountable to:** Assistant Cancer Performance Manager

**Post Summary**

The individual will play a key role in delivering a high quality service at the Shrewsbury and Telford Hospital NHS Trust. The successful post holder will work within the Urgent Suspected Cancer Referral Booking Office ensuring that all patients referred to the Trust by their GP with a suspected cancer diagnosis are given an appointment within two weeks.

To be responsible for monitoring and booking referrals for suspected cancer to ensure that patients’ appointments are booked to national and local cancer pathway targets. Using self-management to manage and prioritise time and workload to each specific cancer speciality.

To work primarily independently and on own initiative with minimal supervision to carry out the duties of the post working closely and communicating effectively with the other members of the Urgent Suspected Cancer Referral team, Cancer managers and cancer centres.

Being able to organise workload without supervision, adapting daily work plan to meet rapidly changing priorities where the workload is unpredictable.

The post will require considerable patient contact (by telephone) therefore excellent verbal communication skills are required.

**Main Duties and Responsibilities**

* Responsible for the provision of a comprehensive day to day booking & scheduling service for patients referred under the Urgent Suspected Cancer rule, agreeing appointment dates and times with patients over the telephone and send out appointment letters promptly.
* To ensure that the booked appointment is made within the designated time limit, using either pre-designated two week wait appointments or liaising with the operational teams to set up capacity to see the patient.
* To communicate effectively with empathy and confidentiality when speaking with patients who have been referred with knowledge that this is a suspected cancer pathway.
* Deal with telephone complaints and concerns, for example – responding to unhappy patients who have had clinic appointments rescheduled due to consultants’ unavailability or responding to anxious patients who are worried about their treatment
* Ensuring attention to detail when booking appointments, checking patient referrals are booked into the correct slots and the correct information is sent regarding where and when to attend.
* To be mindful of the need to reduce the incidence of patient non-attendance and work with the patient to highlight the importance of the appointment and give them appropriate information and guidance to encourage attendance
* To make informed judgment and use own initiative on some referrals where information is unclear or not completed correctly
* The delivery of a patient cancellation/postponement service in the event of outpatient activity being cancelled or changed and the re-arrangement of any patients who fall within the two week rule in appropriate new appointment slots.
* The post holder would be expected to use the Trust’s Patient Administration System (PAS) SEMA, ERS and Somerset Cancer Register. Contribute to the cancer databases for patients (Somerset), updating records and contributing to the collection of data for audit and research purposes.
* To be responsible to use Somerset for numerous processes which includes creating referrals, accurately recording waiting time adjustment data, recording all information provided by Patients / Centres / GP Practices for validation purposes for breach reasons and information which is vital to support the wider team in Cancer Services to enable the Urgent Suspected Cancer Referral cancer pathways to be tracked efficiently.
* To manage upgraded referrals with a different approach in how they are received and submitted to the patient’s pathway and ensure any additional information, queries or questions are sought from the referrer if required.
* On a regular basis and often at very short notice to be responsible for setting up new clinic templates / rescheduling clinics which includes cancelling / adding / amending slots due to patient choice / lack of capacity (as a result of short notice leave / new consultants / cancer campaigns). To manage the changes to ensure alterations are actioned accurately and liaise with patients in a timely manner so they are fully informed of any changes and offer alternatives to adhere to the Urgent Suspected Cancer Referral CWT target.
* To regularly respond to queries from Consultants in respect of the content of referrals resulting in liaising with GP Practices for additional clinical information.
* Develop and maintain effective communication skills to ensure a high quality service is provided when liaising with patients, GP’s and all other internal and external contacts to ensure patient’s appointments are made appropriately. To maintain good communication with health professionals and other groups within the Trust to ensure that patients receive appropriate and timely care. To give advice or assist or pass on information to GP’s on protocol and procedures of Urgent Suspected Cancer Referrals.
* Receive and take relevant action on telephone calls and emails enquiries, liaising with internal and external sources to resolve any problems, queries or delays where appropriate.
* To communicate with clinic coordinators in other directorates to release Urgent Suspected Cancer Referral slots as appropriate and to escalate issues with regard to capacity issues to managers as appropriate.
* To be responsible for ensuring that new patient clinics are booked to their maximum capacity, handing back unutilised capacity to operational teams within time frame specified.
* To be responsible for sending referrals for triage, uploading those referrals to clinical portal and monitoring the triage outcomes (for relevant specialities).
* The post holder would be expected to meet performance standards specific to the area they are working in.
* Ensure that when handling patient information or discussing patient needs, confidentiality guidelines are strictly adhered to and that close attention is given to the Trust’s Confidentiality Policy and Information Governance guidelines.
* To be able to concentrate in a noisy and distracting environment for prolonged periods
* Develop and maintain skills to deal with conflict remaining calm and professional at all times.
* The post holder works within well-defined boundaries, using initiative to make planning decisions as required. They will have access to manager / supervisor at all times.
* To be responsible for assisting in the training of new staff. To be a supportive team member, and offer on-going support and advice.
* Assist in the review of office protocols and working practices when and where necessary within the Urgent Suspected Cancer Referral team to co-ordinate any changes and implement effectively
* To be aware of and work within the Trust’s Health & Safety policy at all times.

* Any other duties as delegated by the Assistant Cancer Performance Manager as appropriate to the grading of the post.

**Responsibilities for Education and Training**

* Ensure own mandatory training is undertaken for non-clinical staff (such as safe moving and handling, fire prevention etc) and attend other relevant training programmes to keep up to date.
* Take part in the Personal Development Review process, identifying own training needs for continued personal development

**Communication and Relationships**

Patients, Consultants, medical staff, general practitioners, medical secretaries, outpatient, day surgery and specialist nursing staff, all staff throughout Health Records and Patient Access, ward clerks, other hospitals and members of the public.

**Health & Safety**

As an employee of the Trust you have a responsibility to:

* take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
* co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
* not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

**Infection Prevention and Control**

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

* ensure that your work methods are compliant with the Trust’s agreed policies and procedures and do not endanger other people or yourself; and
* be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
* maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
* challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

**Information Governance**

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust’s Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust’s Disciplinary Procedure.

* **Confidentiality and Security -** Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
* **Disclosure of Information -** The unauthorised use or disclosure of information relating to the Trust’s activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust’s employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
* **Information Quality and Records Management** **-** You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust’s recording, monitoring, validation and improvement schemes and processes.

**Professional Standards and Performance Review**

As an employee of the Trust you have a responsibility to:

* participate in statutory and mandatory training as appropriate for the post; and
* maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
* take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
* participate in the Trust’s appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

**Safeguarding Children and Vulnerable Adults**

* We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust’s procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
* As an employee of the Trust you have a responsibility to ensure that:
  + you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  + you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

**Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

**Continuous Improvement**

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve.  Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust’s approach to Continuous Improvement at all levels of the organisation.  You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.