

JOB DESCRIPTION

Job Title:	Assistant Patient Pathway Co-ordinator
Grade:	Band 3
Reports to:	Patient Pathway Manager
Department:	Specialty Based

JOB SUMMARY

The post holder will be the point of contact for all administrative issues relating to patients' pathway of care. The post holder will work as part of a multi-disciplinary team and will provide support in the proactive management of the patient pathway from referral to discharge, ensuring the entire pathway is managed smoothly.

The post holder will ensure high levels of patient and clinician satisfaction by being an accessible, customer focussed and knowledgeable point of contact. To provide a consistent approach across the Trust, Standard Operating Procedures (SOPs) will describe how the functions of the role will be carried out, along with the timescales to which are to be adhered.

PRINCIPAL RESPONSIBILITIES

Outpatient Pathway

1. Process and log all referrals, including paper and Choose and Book, in line with Trust Access & Administration Process Policy and specialty Standard Operating Procedures (SOPs)
2. Schedule new and follow up appointments, ensuring that capacity is proactively and efficiently used. This includes booking patients into the right clinic to ensure that they are seen by the most appropriate clinician first time and for subsequent follow ups
3. Ensure that any diagnostics and investigations that are required as part of the patient pathway have been requested and that the results are available for consultations. This will include those that are carried out at other Trusts
4. Co-ordinate appointments and procedures at other hospitals and organisations, where the pathway requires input from these
5. Complete clinic cancellation forms and process according to SOP
6. Reschedule outpatient clinics as requested – to be done in line with waiting time targets
7. Use the Trust's medical transcription system and ensure that letters are processed in accordance with SOPs
8. Liaise with patient records staff, clinical colleagues, other admin teams and other organisations to ensure all medical notes, referral letters, results and discharge summaries are available for outpatient appointments and consultations
9. Recognise when patients are on cancer pathways and, liaise with Cancer Services MDT co-ordinators to ensure patients are handed over appropriately

Pathway Tracking

10. To understand 18weeks referral to treatment (RTT) rules and use them to manage all outpatient and elective patient journeys
11. Assist in the validation of the RTT Patient Tracking List (PTL). Investigate and take the appropriate action where pathways are incomplete to ensure that patients are receiving timely treatment and Trust Information is robust
12. Support the identification and escalation of any issues to the PPC which compromises delivery of the 18-Week RTT pathway, e.g. lack of capacity either in outpatients or theatres
13. Ensure inter-provider transfers are timely and that the appropriate paperwork has been completed and sent or received
14. Liaise with internal and external colleagues to share patient pathway and diagnostic information
15. Manage and monitor outpatient and theatre scheduling making best use of capacity
16. Ensure Trust systems are updated with patient pathway status information and that data quality is maintained
17. Proactively support the management of the patient pathway to avoid breaches and take steps to resolve any issues, or escalate where necessary

Inpatient Pathway (Speciality Specific)

18. Ensure that Trust agreed standard of service is delivered to patients requiring elective admission to speciality
19. Ensure details of patients to be admitted are entered onto EPR, recording accurate information
20. Contact patients offering them a choice of admission dates and agree with them the date of admission
21. Book pre-operative assessment appointments with the agreed timescales
22. Act on outcome of pre-operative assessments in timely manner
23. Ensure that appropriate tests and investigations are arranged and completed, with results available before surgery
24. Liaise with theatres to ensure that specialist equipment is available where needed and that theatre slots are utilised appropriately
25. Ensure ward, surgery areas and clinical teams are aware of patients who have been booked in for surgery and any special requirements for the admission
26. In line with departmental protocols, communicate basic clinical information to patients relating to their procedures and treatments, ensuring appropriate distribution of patient information

General Administrative

27. Use Trust IT systems and speciality databases to ensure relevant and accurate information is recorded
28. Support the investigation of any patient DNAs, communicating the results to the consultants and Patient Pathway Coordinator as appropriate
29. Cancellations – communicate details to the clinician ensuring all information is available
30. Ensure healthcare records are tracked to the correct location
31. Handle post according to SOP
32. Manage consultant diaries in accordance with SOP
33. Undertake general typing duties e.g. references and medical reports
34. Taking of meeting minutes
35. Provide cross cover within speciality/admin team
36. Attend meetings for service development initiatives as required
37. To be able to contribute to speciality improvements and efficient processes
38. To carry out duties consistent with the post as required by the Patient Pathway Manager/ Coordinator

Communications/Customer service

39. Demonstrate high levels of customer care and be an ambassador for customer care within the Trust
40. To be the friendly, sensitive and accessible focus for patient and carer communication, ensuring that all patients have the opportunity to agree their appointment and admission dates
41. Be part of the communication hub for clinical team, other PPCs, GPs, patients and their relatives, as well as internal and external organisations
42. Promptly answer telephone enquiries, taking and relaying messages in polite, and helpful manner, taking action as appropriate
43. Ensure interpreting equipment is available when required for patient consultations.
44. Inform transport department of patients who require transport following Trust protocols
45. Send written confirmation of appointments and admissions to all patients
46. Support the team in producing timely written and verbal communications with patients, clinicians, nursing staff and management
47. Ensure that all information distributed to patients is accurate and up-to-date
48. Attend clinics where appropriate to co-ordinate the patient pathway

Health Records – Security & Management

49. Ensure that Health Records movements are tracked at all times, and that annotations are made on EPR where applicable, to enable full traceability and availability
50. All Health Records are stored and processed in accordance with Trust guidelines and meets Information Governance standards
51. Request Health Records as required by members of the team via EPR
52. For non-clinical requirements, retrieve Health Records from the Trust (Other than the Health Records Library, and satellite offices where the Health Records Department will manage this process for you)
53. Ensure that all “medical/clinical notes” and correspondence are completed accordingly, merged and filed on Health Records before being forwarded to the next area, or being returned to the Health Records Library
54. Provide full support to other members of staff in locating Health Records

Education and Training/Self-Development

55. Identify own training and development needs and undertake appropriate training/education as required
56. Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed
57. To attend all statutory and mandatory training as and when required to do so
58. Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies

This job description should be regarded as a guide to the planned duties and responsibilities of the post. The description is not exhaustive and will be subject to periodic review in association with the post holder.

WAYS OF WORKING AND BEHAVIOURS

The job holder will display the agreed behaviours of the Directorate and the Trust as encapsulated by the performance management and personal development documentation, and in particular, the Trust expects all staff to comply with all relevant policies and codes of conduct and to display the values of the Trust.

The key purpose of this role is to deliver a 'world class' service to the Trust and the job holder will be

expected to deliver this level of service through personal conduct, personal responsibility and the following key characteristics.

POLICIES AND PROCEDURES

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust. The following is an extract of some of the major policies and full details of all are contained on the Trust Intranet site.

In the event of any circumstances arising where you are unsure of the correct course of action, you should (a) take advice from the relevant specialist within the Trust, and (b) refer to the detailed procedures on the Intranet.

Medical Questionnaire

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. You may also be required to undergo medical examinations in the future and/or at intervals stipulated by the Trust.

Equality of Opportunity and Diversity

The Trust operates an Equality of Opportunity and Diversity Policy and welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. It aims to ensure that no action taken on behalf of the Trust causes direct unlawful or unfair discrimination to any job applicant, employee or former employee.

Anyone who has responsibility for the work of others, for recruitment, appraisal or discipline, must ensure they are familiar with the relevant policies in order to uphold the principles and observe the detail.

Information Security and Confidentiality

Everyone who works for the Trust has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. You are expected to safeguard the confidentiality, integrity and availability of data, whether in computerised or manual systems or storage, especially, but not limited to information concerning individuals (patients, job applicants, members of staff etc) and commercially sensitive matters.

Trust policies and statutory regulations must be followed. Breaches will result in disciplinary action which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidentiality may also result in a civil action for damages.

If you have a concern about improper conduct within the Trust, you have a duty to disclose that, either by approaching an appropriate senior manager or the Trust's Information Governance office.

Health and Safety at Work Act

Every member of staff is required to take responsible care for the health and safety of themselves and other persons who may be affected by his/her acts or omissions at work. You are also required to co-operate with the Trust to ensure that statutory and departmental safety regulations are adhered to.

Fire

You must attend relevant training programmes as required in order to comply with agreed fire procedures and to take the appropriate action if the fire alarm sounds.

Control of Infection

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic techniques.
- ii) Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.
- iii) Participate in mandatory training and annual updates

Smoking

- i) Smoking is prohibited by law anywhere on Trust property - including buildings, car parks and grounds.

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PERSON SPECIFICATION

FACTORS	ESSENTIAL	DESIRABLE
1. Physical Requirements	<ul style="list-style-type: none"> Requirement to handle/move patient files Cleared by Occupational Health 	
2. Education/Qualification e.g. education, qualifications, Registration requirements.	<ul style="list-style-type: none"> NVQ Level 3 in Business Administration/Customer Care or acquired equivalent experience GCSE or equivalent 	<ul style="list-style-type: none"> Computer Literacy Course e.g. ECDL
3. Previous Experience e.g. paid and unpaid relevant to the post.	<ul style="list-style-type: none"> Experience of using of IT systems and patient data systems Experience of scheduling outpatient appointments and/or admissions Experience of working with patients and providing information regarding their appointments or treatment team 	<ul style="list-style-type: none"> Experience of handling patient complaints
4. Skills, Knowledge, Abilities	<ul style="list-style-type: none"> Accurate data entry, typing and checking skills Ability to communicate effectively with people at all levels Ability to use own judgement to resolve problems Ability to plan, organise and accomplish a variety of concurrent assignments Ability to follow policies and procedures Manage and interpret data correctly to inform decision making Pays attention to detail Ability to initiate & co-ordinate change to own working practices Understanding of patient priorities and performance targets related to appointments and waiting times Knowledge of healthcare administrative systems and processes 	<ul style="list-style-type: none"> Contributes to service improvement Makes a positive contribution to effective multi-disciplinary team working Knowledge of medical terminology appropriate to specialism Knowledge of speciality specific patient pathways
5. Aptitudes, Personal, Characteristics e.g. aptitude for figures, special demands of the post.	<ul style="list-style-type: none"> Ability to work for long periods on computer Ability to maintain a professional approach at all times 	