

Ward Administrator

Maternity

JOB DESCRIPTION

1. About the Trust

Our organisation

The Hillingdon Hospitals NHS Foundation Trust is the only acute hospital in the London Borough of Hillingdon and offers a wide range of services including accident and emergency, inpatient care, day surgery, outpatient clinics and maternity services. The Trust's services at Mount Vernon Hospital include routine day surgery, delivered at a modern treatment centre, a minor injuries unit and outpatient clinics.

The safety and well-being of our patients and of our staff is paramount and we are making urgent improvements to address this – particularly in infection prevention and control. We are making progress and going forward by working in partnership with local GPs, charities, community services, academic partners, our local authority, neighbouring hospitals and the wider North West London Integrated care system, and ensuring that we listen and work in partnership with our local population. We are absolutely focused on ensuring that our hospitals provide high quality, safe and compassionate care, while drive forward the building of the new Hillingdon Hospital.

We have over 3,500 members of staff that are proud to care for nearly half a million people, with a vision to be an outstanding provider of healthcare through leading health and academic partnerships, transforming services, to provide the best care where needed.

Our staff are real superstars; how they have responded to the challenge of the COVID-19 pandemic was amazing and reflects our values - which guide our decisions, our teamwork, how we support our people and how we deliver our patient care. The values form the mnemonic CARES:

Communication

Attitude

Responsibility

Equity

Safety

Our patients are at the heart of everything we do and our mission is to provide high quality, safe and compassionate care, improving the health and wellbeing of all the people we serve. In addition to our Estates, Clinical, Workforce, Digital, Communications and Engagement strategies, our strategic objectives this year are focused on Quality, Workforce, Performance, Money, Well-Led and Partnership Working.

2. Role profile: Job description & Person specification

Job title	Ward Administrator
Salary scale	B3
Division	Womens and Children
Responsible to	Ward Manager
Accountable to	Service Manager
Type of contract	Permanent
Hours per week	37.5
Location	Hillingdon Hospital

Job summary

The ward administrator provides administrative support to the nursing midwifery, obstetric, paediatric, medical and secretarial staff within the maternity unit. Ensures that accurate and up-to-date information is inputted to the hospital computer systems relating to ward activity. Acts as receptionist, welcoming and assisting visitors, and staff from other wards/departments. Ensuring all visitors and staff are identified before entry to ward area. Answers the telephone, takes messages and including liaising with external agencies for continuity of patient care. Make/rearrange and cancel any appointments. This position is a rotational for all the wards in the building including ante/postnatal/ labour wards and Marina ward area. There is a shift pattern involved in working on Labour ward, which involves weekend and night work and cover of the wards within the unit for annual leave and sickness.

Responsibilities and key result areas to include:

Computer data entry using the following systems – this is not necessarily an exhaustive list

- ☐ PAS including booking of appointments, coding and cashing-up of outpatients appointments, registering babies etc.
- ☐ Euroking
- ☐ Making up new episodes of care/numbers including notes and baby notes
- ☐ Bed management
- ☐ E-procurement
- ☐ Sunquest ICE reporting system
- ☐ Estates fault reporting
- ☐ NIPE live
- ☐ Incident Reporting DATIX

- ☐ E-mail accounts including NHS.net

General duties using the above systems:

- ☐ Daily information of activity on the ward is correctly inputted onto the Euroking and PAS/iSoft computer systems in a timely manner. Daily check PAS/iSoft to ensure that all patients on the ward are recorded as admissions and that this information matches the Euroking computer system and in the appropriate recording log on the ward (eg Admission book) regarding obstetric, gynaecological and paediatric data. This includes readmissions, Day Ward Attenders, Day Care Unit, and Triage. Checking iReporter for accuracy of ward data activity on a daily basis. Contact and liaise with the Antenatal Clinic Service Manager with any data quality issues including regarding failure of staff to input accurate date and completing an incident form (Datix).
- ☐ Enter data on the Euroking computer system, which is a legal document that is then checked by the midwife. Checking with each patient on admission to the ward their demographic details, ethnic code and GP address. Any change must be entered onto both Euroking and PAS/iSoft.
- ☐ Print operation/clinic/Day Care Unit (Maternity) lists as required.
- ☐ Enter VTE assessments onto PAS.
- ☐ For unbooked cases if a record does not exist a new patient number is generated by entering all demographic details onto PAS/iSoft. Patient labels are printed on all registered women. A hospital folder is generated to include woman's name, hospital number, case note number, year and alert stickers, as well as a maternity stamp to indicate that they are maternity notes. As the wards are often used as direct referral from the community setting all relevant demographic details must be obtained and inputted the databases accurately.
- ☐ Following the birth the baby details are put onto the PAS/iSoft system and labels, wristbands and notes for the baby are created if necessary (in the case of needing paediatric treatment, safeguarding cases) are produced. Including any follow-up appointments within the agreed timeframes.

- ☐ Tracking of notes using PAS/iSoft and Euroking computer systems, where and to whom issued and back to filing including retrieved in time for any admissions/investigations/audits. Pull notes for senior staff on request.
 - ☐ Make/rearrange and cancel appointments including in/outpatient appointments, maternity appointments as requested by clinical staff within agreed timescales.
 - ☐ Support clinical staff by accurately requesting and obtaining pathology results using the computer system and print when requested. Printing, photocopying blood, urine and swab results to midwife, General Practitioner or relevant Consultant in accordance with the Trust Policy.
 - ☐ Using the hospital intranet and email system to communicate with colleagues
 - ☐ Contacting the hospital IT department regarding printer or system problems
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General activities including communication:

- ☐ Act as receptionist greeting and assisting patients, visitors and staff from other wards/departments. Answer the ward telephone, be able to receive and transmit information accurately to appropriate personnel. To ensure an efficient and professional service when working with the multidisciplinary team, patients and members of the public within the unit. Potentially managing aggressive/abusive clients or their relatives when presented with delays on the ward on a daily basis.
- ☐ In an emergency situation, ensures the safe coordination of emergency calls (using appropriate terminology), ensuring teams, and individuals are directed to the appropriate area. Contacting medical staff as directed by the senior midwife/nurse.
- ☐ Email out of area discharges to other hospitals including communicating with Health Visitors any change of address or planned discharge date particularly the discharge date of "at risk mothers or baby's"
- ☐ To be aware of Trust policy regarding Safeguarding and report any concerns to the shift co-coordinator/senior midwife
- ☐ Liaise with porters to book transport for patients where appropriate to take

patients to other departments, collect specimens and controlled drug book and co-ordinate collection for specialist samples.

☐ Liaise with the Patient Affairs Department and Mortuary department regarding the care of any women who may have lost their baby and subsequent funeral arrangements as appropriate. Ensure the appropriate documentation is sent over to the patient affairs department in a timely manner so any certificates can be issued and maintaining a file of the paperwork especially regarding the funeral arrangements.

☐ Instigates work requisitions and ensures defects log-book is kept updated. Monitor completion.

☐ Make arrangements for the interpreting service for non-English speaking women.

☐ Be a Fire Marshal for the area if required and maintain Fire Log

☐ Support nurses/midwives with undertaking feedback surveys

☐ Ensure information leaflets are available. Photocopying as requested by a senior member of staff.

☐ Ordering and cancelling equipment as required by nursing/midwifery staff eg. extra mattresses, bariatric bed including ensuring all the paperwork is complete including invoices

☐ Order stationary/supplies and ensure stock is kept within limits

☐ Type basic letters and documents

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☐ Receive, sort and distribute mail

☐ Attend relevant meetings with maternity staff, IT department and PAS team.

Finance:

☐ Identifying overseas patients and liaising with the overseas officer.

☐ Initial processing of overseas patients eg. Photocopying home office document, passport and utility bills on potential overseas patients when the overseas clerical officer is absent.

☐ Give women using the amenity rooms an information sheet about charges and complete the relevant form. Inform the Private Patient office/finance regarding collection of payment.

☐ Ensuring all invoices are signed by appropriate manager within the specified timeframe.

General housekeeping of medical records including:

- ☐ Integrate current record maternity records with any existing record. All previous existing notes are collated and cleaned ensuring all blood forms and letters are secure and not loose and in correct order according to Trust Policy.
- ☐ Issue subsequent volumes to accommodate large records
- ☐ Ensuring any loose documentation is filed in the correct order within the notes according to Trust Policy
- ☐ Returning medical cards and ultrasound scan photos to patients if found
- ☐ Checking for mis-filed notes
- ☐ Send other hospital notes back to original hospital
- ☐ Organise and maintain maternity notes, produce labels and any stationary required for documentation. Ensuring relevant patient notes are available so that professionals can access them including records for the maternity Day Assessment Unit, women being admitted for Induction of Labour and for the Gynaecological Enhanced Recovery clinic

This job description is not exhaustive and is subject to change according to the needs of the service as directed by the line manager.

Additional Information

Confidentiality

The postholder is required not to disclose such information, particularly that relating to patients and staff. All employees are subject to the Data Protection Act 1998 and Ward Administrator Women's service. June 2021 5

must not only maintain strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within. The postholder must not at any time use personal data held by the Trust for any unauthorised purpose or disclosure such as data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trusts, unless expressly authorised to do so by the Trust.

Health and Safety

The post holder must co-operate with management in discharging responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for his or her own health and safety, and that of others. The postholder must also ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Safeguarding

The Hillingdon Hospital NHS Trust is committed to and has a duty to make arrangements to safeguard and promote the welfare of children, young people and vulnerable adults (Children Act, 1989 and 2004; Safeguarding Vulnerable Groups Act, 2006). Staff groups will have different training needs to fulfil their duties, depending on their degree of contact with children, young people and vulnerable adults and on their level of responsibility. Each employee has a responsibility to cooperate with their manager in attending the relevant training and to adhere to safeguarding legislation, local policy and processes.

Equal Opportunities

The postholder is required at all times to carry out responsibilities with due regard to the Trust's Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to, co-operate with any investigation undertaken.

Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in the Trust. Interests that might appear to be in conflict should also be declared.

In addition the NHS Code of Conduct and Standards of Business conduct for NHS Staff (HSG 93/5) required you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation), or in any activity which may

compete for any NHS contracts to supply goods or services to the Trust. You must
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therefore register such interests with the Trust, either on appointment or
subsequently whenever such interests are gained. You should not engage in such
interests without the written consent of the Trust, which will not be unreasonably
withheld. It is your responsibility to ensure that you are not placed in a position,
which may give rise to a conflict between your private patient's interest and your NHS
duties.

Code of Conduct for Professional Group

All staff are required to work in accordance with their professional group's code of
conduct (eg NMC, GMC, DoH Code of Conduct for Senior Managers).

NB: For posts with substantial access to children, the following paragraph will
be included:-

This post has substantial access to children under the provision of Joint Circular No:
HC(88)9, HOC 8/88, WHC (88)10. Therefore, any offer of employment will be subject
to a satisfactory Criminal Records Bureaux check having been completed.

This job description is intended as a basic guide to the scope and responsibilities of
the post and is not exhaustive. It will be subject to regular review and amendment as
necessary in consultation with the post holder.