



Hampshire Hospitals  
NHS Foundation Trust

# Application & Recruitment Pack



**LIFE CHANGING  
CHANGING LIVES**

[hampshirehospitalscareers.co.uk](https://hampshirehospitalscareers.co.uk)

# Welcome from Chief Executive Officer Alex Whitfield



Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

**COMPASSION** caring about our patients and our staff

**ACCOUNTABLE** and responsible, always improving

**RESPECT** for all colleagues, patients and their families

**ENCOURAGING** and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

# Job Description

<b>Job Title:</b>	Patient Services Administrator
<b>Department:</b>	Clinical health Psychology
<b>Division:</b>	Medical Division
<b>Salary Band:</b>	Agenda for Change Band 3 (0.5WTE, 18.75 hours per week)
<b>Accountable To:</b>	Head of Clinical Health Psychology Service

## JOB SUMMARY

To provide a quality booking service for specialities/modalities as required, managing appointments/attendance/admission for their speciality/modality, managing capacity and taking proactive action where needed to ensure the Trust provides a positive patient experience and meets its contractual requirements.

Booking patient appointments in compliance with the Trust Access Policy, managing patient records as required ensuring the smooth operation of clinics/appointment.

The role holder will flex with the needs of the service providing a balance of reception, general administration and other duties commensurate with the banding of the post in order that our patients have a high-quality experience as well as acting as an expert booking clerk.

To promote best practice, ensuring that patient appointments are delivered to the standard of service level as set by the Trust Access Policy, escalating issues or concerns as appropriate.

## KEY RESULT AREAS/RESPONSIBILITIES

### KEY RESULT AREAS/RESPONSIBILITIES

The Patient Services Administrator will be responsible for all aspects of patient appointment booking within one or more specialties/modalities as follows:

Appointment booking

- Administer the referral process contacting patients to agree a convenient date and time for their appointment in line with Patient Choice or to receive phone calls from patients to facilitate booking – as departmental protocol requires.
- Regularly monitoring capacity status through the Trust's systems, taking appropriate action to ensure the efficiency of appointment utilisation.
- Managing the booking of appointments, giving choice where possible, ensuring appointments are provided within agreed local and national waiting time targets. Action escalations as per departmental escalation procedure where appointments cannot be provided within required timescales.

- Managing the cancellation and re-booking of appointments and clinics as required, with awareness of national requirements and breach dates/targets, escalation as appropriate.
- Manage the process of rebooking/discharging patients following the failure to attend an appointment in line with departmental protocol.
- Responsible for keeping a record of additional and cancelled appointment along with reasons for this.
- Responsible for the day-to-day management of waiting lists escalating any issues or problems to the appropriate personal/team.
- Liaising with secretaries and other Trust staff to book urgent, ad hoc and other requests on an individual basis.
- Arrange hospital transport/interpreters and other necessary patient assistance (in accordance with Trust policy) to ensure individual patient needs are met.
- Responsible for receiving patient queries, written or verbal. Responding and resolving such queries ensuring patients' needs are met, escalating within agreed protocols as required.
- Issue appropriate pre-appointment information and/or contact patients to arrange any pre appointment investigations that may be required.
- Regular contact with Primary care and other sources of referrals, in order to obtain up to date information patient status to ensure patients pathway is followed.
- Register patients and add encounter/episode and/or outcome on the Trust's patient administration system.
- Responsibility of dispatching outgoing post to patients and GP surgeries in a timely manner, ensuring letters are posted with priority where appropriate. Sorting of incoming post, recording and distributing to Specialty Teams.
- Responsible for printing, collating and posting the correct information to GPs and patients in a timely manner.
- Adhering to local and Trust policies and procedures and providing an Outpatient Booking Service in compliance with the Trust Access Policy.
- Ensure patient information you are dealing with is up to date and correct on the Trust's patient information system.
- Sort and electronically track patient records before and after clinics.
- Ensure patients information/medical record is filed appropriately following each interaction/episode/outcome.
- Accountable as part of the overall Trust responsibility for "Referral to Treatment Time" management.
- Ensure patient confidentiality is maintained at all times.

#### Reception

- To greet patients and check them in and out of the department answering any general queries or questions and advising them of any issues with their clinic/appointment.
- To check and update demographic details for all patients in line with Trust guidelines and processes.
- Direct patients to appropriate site/location, providing specific information as required with regards to the patient's appointment or other information.
- To file confidential information in patient records as required.
- Communicate with all stakeholders to ensure the smooth running of clinics and the following of appropriate patient pathways.

#### Other administrative duties

- To support the department as required in note-taking in meetings.

To support the department with other general admin tasks as requested.

### CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS

- To display the highest standard of customer care at all times in discharging the duties as set out in this job description
- To follow guidance on the management of distressed callers

### COMMUNICATION

- To communicate with patients, families, carers, staff, and managers at all levels, clearly, effectively, and informatively, with appropriate compassion
- To liaise in person and via telephone with clinicians and medical secretaries in departments across the Trust as required ensuring that a high-quality service is provided to all users.
- To liaise with external organisations such as a GP surgery via telephone and e-mail as required to provide and ascertain pertinent information.
- To communicate effectively (both verbally and non-verbally) with patients and relatives some of whom may be distressed, anxious or displaying anger.

### PLANNING AND ORGANISATION

- To prioritise duties during the working week
- To plan ahead and complete mandatory training by deadlines
- To monitor stationary stock levels and order in a timely fashion

### BUDGETARY AND RESOURCE MANAGEMENT

- May be responsible for raising requisitions as required and monitoring stock levels.
- May be responsible for requesting patient transport and or interpreters as required.
- To contribute to team and departmental discussions in order to develop and modernise the service as required.

### TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES

- To contribute to the induction, training and development of newly recruited staff, e.g. processes and procedures and the use of related equipment.
- To undertake other organised training as required e.g. ECDL, Customer Service, mandatory training

### TRUST VALUES

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:-

- Compassionate, caring about our patients.
- Accountable and responsible, always looking to improve.
- Respectful for all and show integrity in everything.
- Encouraging and challenging each other to always do our best.

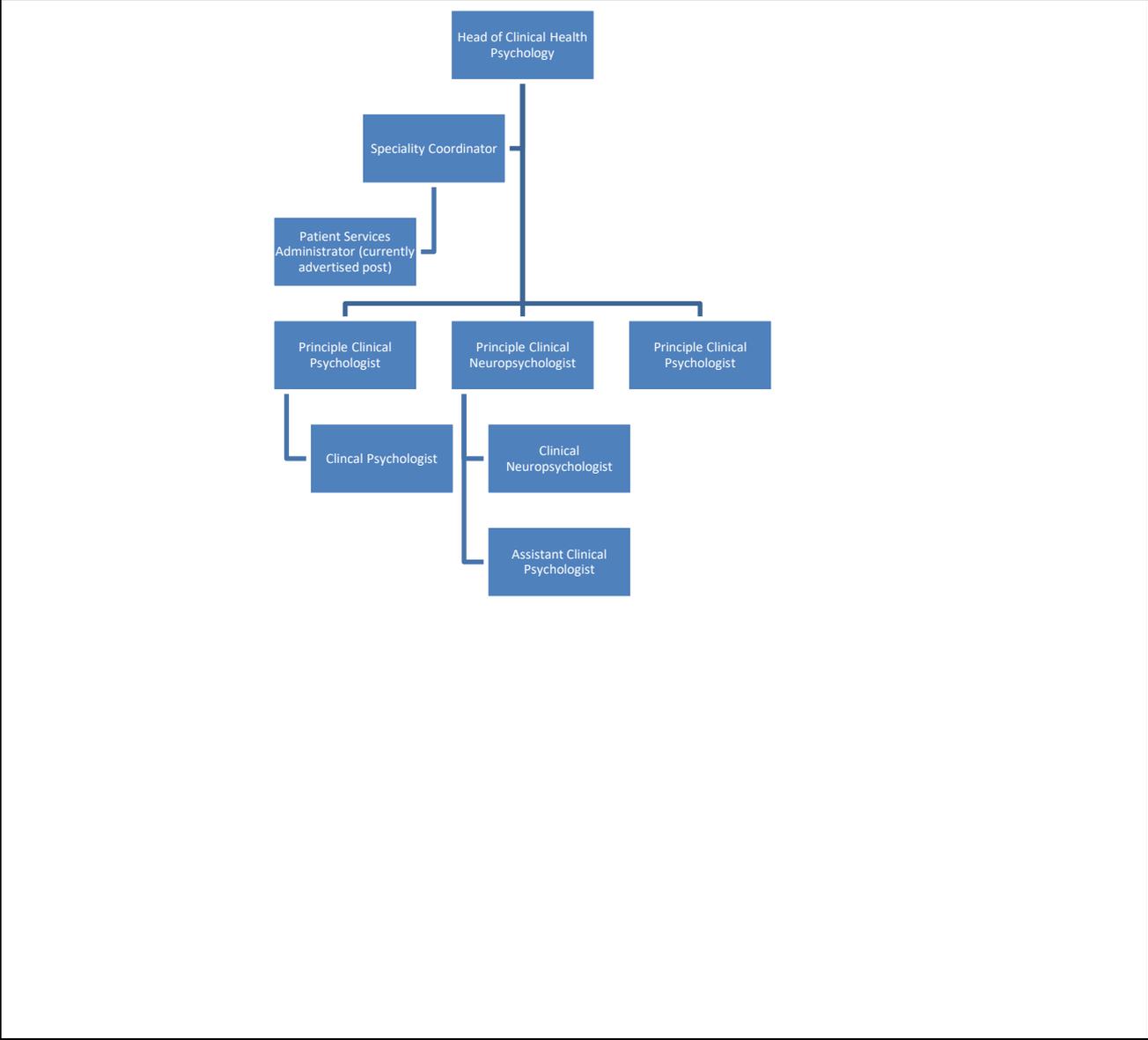
#### ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

#### ORGANISATION STRUCTURE



# Person Specification

TRAINING AND QUALIFICATIONS	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Good standard of basic education with GCSE English language or comparable relevant work experience</li> <li>• NVQ Level 3 or equivalent qualification within administration or equivalent experience as below</li> <li>• Or equivalent knowledge and skills gained through any combination of alternative study, or employment experience</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL, other information technology/word processing qualifications</li> </ul>
EXPERIENCE AND KNOWLEDGE	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of working in a busy customer focussed environment.</li> <li>• Knowledge and experience of a wide range of administrative procedures and proven implementation capability</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within the medical, NHS or public sector.</li> <li>• Knowledge of medical terminology</li> </ul>
SKILLS AND ABILITY	
Essential	Desirable

<ul style="list-style-type: none"> <li>• Computer literate: Word Processing, Email/software – send/receive documents, use attachments.</li> <li>• Ability to learn new systems.</li> <li>• Effective verbal, written and interpersonal communication skills, with the ability to establish effective working relationship with internal and external customers.</li> <li>• Ability to prioritise workload to meet deadlines whilst maintaining accuracy and attention to detail.</li> <li>• Experience of handling difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL, other information technology/word processing qualifications.</li> <li>• Experience of using NHS IT systems</li> </ul>
<b>OTHER SPECIFIC REQUIREMENTS</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Ability to work on own initiative with guidance and input from managers, within standard operating systems.</li> <li>• Well presented with a positive attitude.</li> <li>• Ability to act diplomatically and with discretion, maintaining confidentiality at all times.</li> <li>• Flexibility and adaptability to changing situations</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility to work between Trust sites if required</li> </ul>

# Appendix A

## ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS

### **Confidentiality**

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

### **Equality and Diversity**

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

### **Quality & Safety**

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust.

The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

### **Vetting & Barring Scheme**

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

### **Infection Control**

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

**Governance and Risk**

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

**Duty of Candour**

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

**Safeguarding**

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

**Training & Personal Development – Continuous Professional Development**

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

**Sustainability and Carbon Reduction**

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.