

Job description (AFC: JM168/21)

Job title:	Patient Pathway Co-ordinator	
Clinical Service Unit:	N/A	
Division:	Corporate	
Corporate Area:	Patient Access	
Salary band:	Band 4	
Responsible to:	PPC Managers	
Accountable to:	Deputy Operational Manager – Outpatient Services	
Hours per week	TBC	
Location:	Flexible across MKUH Hospital Site, Witan Gate Offices & Working from Home	
Manages:	Direct reports:	0
	Indirect reports:	0

Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our values of We Care, We Communicate, We Collaborate, and We Contribute we deliver more than just a quality patient experience because we:

- Deliver safe effective and high quality care for every patient. We treat everyone who uses our services with dignity, respect and compassion and we treat each other as we would wish to be treated ourselves.
- We say #hellomynameis, we keep patients informed, involved, and engaged in their treatment and care; and each other about what's happening in our hospital. We know we can speak up to make sure our hospital is safe, and our patients are well cared for.
- We are #teamMKUH We work together and with GP's, primary care, community care, social care and mental health providers and other hospitals to deliver great care and services for people in Milton Keynes, Buckinghamshire and beyond.

- We develop goals and objectives in support of the hospital's vision and strategy. We are willing to join and play our part to make our hospital the best it can be. We acknowledge and share best practice so that others can learn what works well and we learn from others so that we keep improving the services we provide.

Aim of the role

To ensure a safe and smooth pathway for all patients, from the point of referral to discharge.

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Key working relationships

Internally

- PPC Managers and other PPCs
- Divisional Operational and Clinical Teams
- Matron / Sister/s – Outpatients Services
- Ward Managers
- Wider Patient Access Team
- Deputy ADO – Outpatients Services
- Operations Manager – Outpatients Services
- Deputy Operations Manager – Outpatients Services
- Information
- IT and Back Office
- Other Healthcare Professionals

Externally

- BLMK and surrounding CCGs
- Local GP surgeries

Main duties and responsibilities

- Proactive coordination of patient pathways in accordance with national and locally defined policies and standards, inclusive of ensuring relevant appointments, diagnostic tests etc are arranged, results are reviewed, escalations to the relevant clinician or team are made, relevant departments are liaised with and MKUH systems are accurately updated.
- Provision of a comprehensive senior administration service to clinicians and teams within a designated specialty.
- Monitoring of patient pathways, inclusive of updating relevant MKUH systems such as eCare, Clinic Outcome Forms and the Patient Tracking List (PTL). Taking proactive measures to support delivery within national and locally agreed policies and standards.
- Supporting operational teams to deliver an efficient and effective outpatient service.

- Responding to queries ensuring that general data protection rules are adhered to, and excellent customer service provided.

General:

- Supporting clinical and operational teams to deliver an efficient and effective outpatient service.
- Setting up outpatient clinics inclusive of booking / cancelling rooms and assisting operational teams with clinic template arrangements.
- Acting as senior administration support for designated clinicians, interfacing between other relevant teams to resolve issues and coordinate patient pathways.
- Communicating effectively with stakeholders, using negotiation skills to achieve the desired outcome.
- Identifying process issues and making suggestions for changes.
- Acting as point of contact for patients who have queries in relation to their pathway, require clinic input etc. Ensuring their query is dealt with accordingly and responded to swiftly. This may include conveying complex information and ensuring that the outcome is understood.
- Acting as point of contact for GPs, other departments, and stakeholders in relation to queries.
- Ensuring individual patient cases are escalated to the appropriate clinician for input as required.
- Working collaboratively with other administrative teams in relation to outpatient and elective surgery bookings.
- Undertaking ad hoc clinic slot amendments in accordance with local clinic booking rules.
- Provide clear instruction to the Central Booking Office Scheduling team as necessary to ensure patients are prioritised as necessary.
- Investigate and respond to patient complaints.
- Attendance at department meetings as required.
- Attendance at specialty level Patient Tracking List (PTL) meetings in order to discuss issues, provide input and collaboratively agree resolutions.
- Supporting the Clinical Documentation Administrators as required to ensure clinical correspondence is processed within designated timescales and transcribing urgent letters as necessary.
- Proactive management of own workload to meet competing demands.

Key Performance Indicators

Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

Effort, skills and working conditions

Physical skills	Mainly desk based. Keyboard Skills.
Physical effort	Attending various areas across the Trust to ensure smooth pathways for patients. Combination of sitting and walking. Frequent sitting in a restricted position
Mental effort	Long periods of concentration and multitasking. Attention to detail
Emotional effort	Privy to sensitive information. May be exposed to distressing information. Occasional exposure to distressing / difficult discussions with patients.
Working conditions	Office based Frequent VDU use

Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

Personal development and training

MKUH actively encourages development within the workforce and employees are required to comply with Trust mandatory training. MKUH aims to support high quality training to NHS staff through various services. The Trust is committed to offering learning and development opportunities for all full-time and part-time employees.

General

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element 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 hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 2018.

All staff have a responsibility for safeguarding children, young people, and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The Trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the Trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The Trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget you are expected to operate within this and under the Trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

All staff are required to maintain professional standards such that they can pass all NHS Employer's standard pre-employment checks, including Fit & Proper Person Regulation tests for VSM roles, throughout the lifetime of their employment at the Trust.
