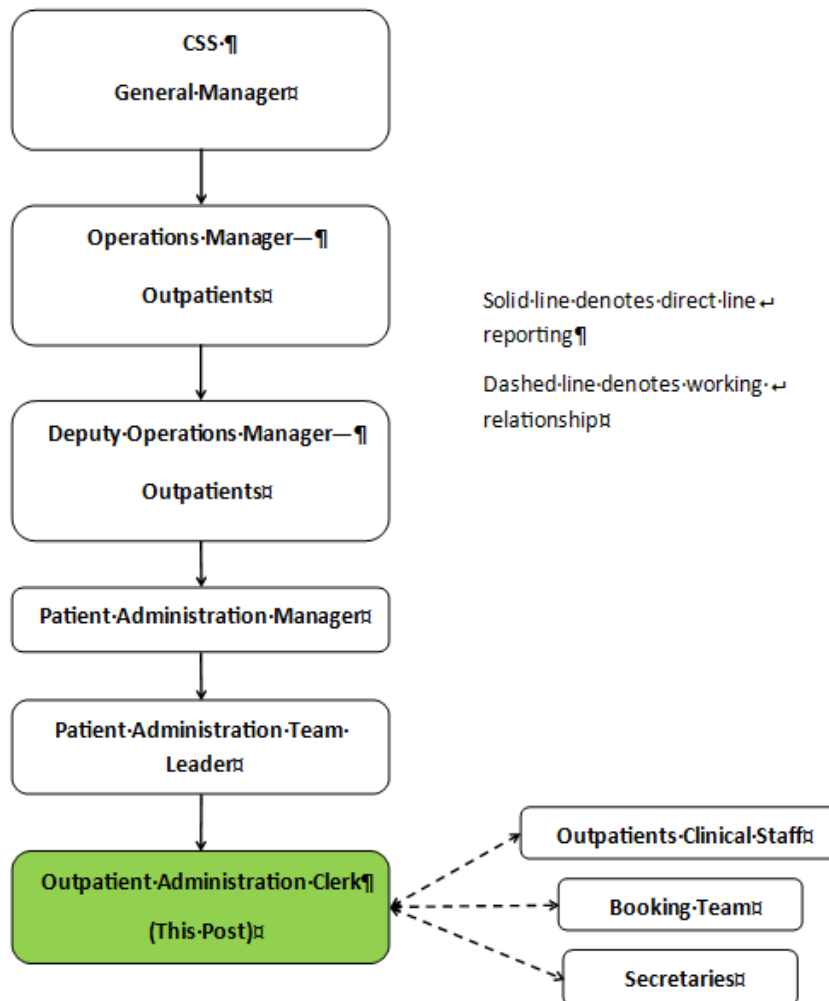


JOB DESCRIPTION

Job Title	Outpatients Administration Clerk
Job Matching Reference	A+C212
Band / Grade	2
Directorate	Clinical Support Services
Reports to	Patient Administration Team Leader
Accountable to	Patient Administration Manager

ORGANISATIONAL STRUCTURE



PURPOSE

To provide a specialised, comprehensive and confidential administration service, working primarily in Outpatients Reception and Call Centre, in accordance with Departmental, Trust and National standards, policies and procedures. To act as a source of advice and guidance regarding the service.

MAIN DUTIES AND RESPONSIBILITIES

An agreed selection from the task list below (which is not exhaustive)

- Deal with all telephone calls relating to the outpatient appointment and booking system, ensuring all calls are dealt with in a polite, pleasant and professional manner.
- Book all new, follow-up and elective appointments according to the Patient Access policy ensuring that all appointments are made using direct booking systems and within waiting time targets.
- Record patients on the Lorenzo system according to data quality standards and the Patient Access Policy.
- To act as a first point of contact for dealing with enquiries and take action as necessary liaising and effectively communicating at all levels using written, oral and electronic methods.
- To ensure, wherever possible, that all documentation is up-to-date, in an orderly fashion and available whenever decisions are being made, reporting exceptional circumstances where necessary.
- To continually contribute to patient and business improvement Agendas. This will require undertaking any project work as directed including obtaining information using current systems and share ideas for potential service improvement.
- To assist with the implementation and maintain an efficient office management system/procedures to enable the Department to optimise their standards of service.
- Support team members. This will require undertaking appropriate staff training and development as required, providing cross-cover on a reciprocal basis in the absence of colleagues and providing day to day supervision where required.
- Registration of internal referrals
- Management of e-referrals on the Electronic Referral Service (eRs)
- Booking of all patient appointments in line with Trust and National targets
- Contacting patients for short notice appointments aiding clinic utilisation
- Managing the external Outpatient letter system
- Managing the NHS mailbox for IPTs
- Referral verification (chasing missing referrals)
- Contacting patients to inform them of short notice clinic cancellations / reschedules
- Greet patient's check and update personnel details if necessary on Lorenzo and attend into relevant clinic.



- Direct patients to appropriate areas.
- To outcome all patients' attendances, ensuring that all patients have either been re-appointed, discharged, suspended, DNA's or added to the waiting list in accordance with agreed procedure
- To cancel, re-appoint and reschedule patient's appointments at patient or Consultant request
- Absorb information from many different points of contact including patients, nursing and clinical staff, secretaries, outside locations, GP surgeries and other hospitals by written, verbal and email communication. Act on the information and distribute accurately.
- To prepare all necessary documentation and/or paperwork for clinics
- To telephone patients at short notice to fill empty clinic slots
- To correct any operator errors within Lorenzo following protocol.
- Works flexibly on a rota basis to cover Outpatient reception and Orthotics areas as required.
- To ensure that Consultants are aware of any patients who DNA'd clinic appointment and undertake action as required.
- To open and sort Outpatients post daily and to take appropriate action.
- To provide cover in any other team or department within the Directorate if required

RELATIONSHIPS

Key Relationships:

- Outpatient and Booking Manager
- Team Leader Outpatients, Referrals and Booking
- Team Leader – Patient Services
- General Managers
- Registration
- Outpatient Administration Clerks
- A&E Department
- X-Ray Department
- Outpatients Department
- On-site Co-ordinator Manager
- DVT Service

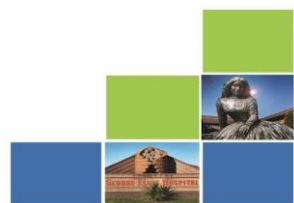
SPECIAL REQUIREMENTS

N/A

ADDITIONAL INFORMATION

1. Trust EXCEL Values and 'Behaviour Framework'

'Our vision is to EXCEL at patient care'



Our EXCEL values are at the heart of everything we do and how we treat each other. They were developed by our colleagues and describe what we think is important, including:

- essential guiding principles about the way that we work and set the tone for our culture, and identify what we, as a whole, care about;
- shared ideas and attitudes that guide our organisational thinking and actions
- common purpose and understanding that helps us to build great working relationships



We make our EXCEL values real by demonstrating them in how we behave every day. Our EXCEL behaviours apply to all and are about how we work. They are part of everyone's role and help us to make sure we demonstrate our values. The EXCEL behaviours demonstrate the attitudes and approach we take to work; they are:

✓ how we do things; ✓ how we treat others; ✓ what we say and how we say it; ✓ how we expect to be treated.

Having really clear expectations around behaviours will support all of us, every day, to deliver our ambition to create an EXCELlent colleague experience to EXCEL at patient care.

2. Sustainable Development

It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources.

3. Criminal Records

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. As George Eliot Hospital NHS Trust meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, applicants who are offered employment (subject to meeting disclosure criteria), will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

4. Confidentiality and Data Quality

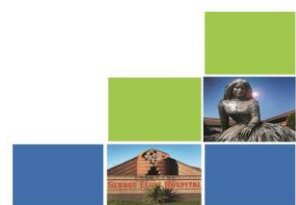
To comply with the Data Protection Act 1998 and NHS Confidentiality guidelines e.g. Caldicott, General Medical Council (GMC), the post-holder must maintain confidentiality, security and integrity of information relating to patients, employees and other Health Service business, including commercially sensitive data.

All employees must ensure that they are familiar with and comply with the duties and responsibilities outlined in the Trust's policy and procedures on Information Governance. In particular, ensuring that all information collected, stored and used is done so in accordance with the Trust guidelines, including password protection and encryption.

This obligation shall continue in perpetuity.

All employees have a responsibility to ensure that the quality of data is maintained and to take an active role in the identification of, reporting and resolution of any data quality issues.

'Our vision is to EXCEL at patient care'



Breaches of confidence will result in disciplinary action being undertaken, which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. All employees must take responsibility for any request for information that they receive and respond in line with the Trust's Freedom of Information Policy and Guidance.

5. Records Management

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within the Trust and they remain the property of the Trust. This includes patient, financial, personal and administrative records, whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to all service users. You should consult the Trust's Corporate Records Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work.

6. Health and Safety & Fire Safety

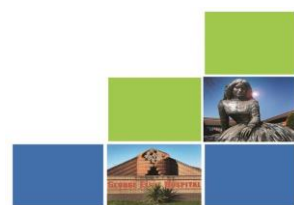
Employees must be aware of their general duties under the Health and Safety at Work etc. Act 1974, to take reasonable care of themselves and others around them, co-operate with the Employer in relation to Health and Safety and adhere to safe systems of work. In addition they should ensure that they are aware of their roles in relation to the Management of Health & Safety at Work Regulations 1999, in relation to specific duties for carrying out risk assessments and risk mitigation commensurate to their role.

The post holder is required to comply with agreed fire procedures, taking appropriate action if the fire alarm sounds and attend relevant training programmes as required.

7. Risk Management

Employees have a responsibility to:

- Report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken;
- Take part in risk assessments in relation to the tasks that are undertaken, with a view to identifying the associated potential risks;
- Attend training in risk management as appropriate to their grade;
- Promote an open and honest "fair blame" culture;
- Adhere to the responsibilities within the Risk Management/Health and Safety and other relevant policies ratified by the Trust Board and to attend appropriate mandatory training to facilitate this;
- Attend relevant risk management training to ensure that they are able to undertake their risk management and health and safety responsibilities in line with legal requirements;
- Ensure that external standards such as NHS Resolution, Clinical Negligence Scheme for Trusts (CNST) Controls Assurance and Care Quality Commission (CQC) Healthcare regulations (Outcomes) are met and that resources are made available to improve service delivery;
- Ensure that they are active within their roles to promote a positive risk management culture throughout the Trust;
- Monitor and continue progress to attain higher level of achievement and compliance against external standards and legislative requirements.



8. Safeguarding Children, Young People and Vulnerable Adults

The Trust has a clear commitment to safeguarding children, young people and vulnerable adults. All employees will have an organisational and individual responsibility towards safeguarding children, young people and vulnerable adults with whom they have contact with.

To fulfil these duties all employees must attend training and development to recognise the signs and symptoms of abuse or individuals at risk; to follow local and national policies relating to safeguarding practice; and to report and act on any concerns they may have.

9. Infection Prevention and Control

The jobholder must comply at all times with the George Eliot Hospital NHS Trust Infection Control policies, in particular, by practicing Standard (Universal) Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

All employees must attend infection control training as required within their department or as directed by their line manager. In addition, employees with clinical responsibilities must ensure that they hold up to date evidence that supports safe infection control practices and procedures, including correct use of Personal Protective Equipment (PPE), use of aseptic techniques, safe disposal of sharps and management of patients with communicable infections.

Employees are required to report any breaches or concerns promptly using the Trust's incident reporting system.

10. Equality, Diversity & Human Rights

George Eliot Hospital NHS Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. George Eliot Hospital NHS Trust welcomes applications from diverse candidates. The Trust has a clear commitment to equal opportunities and it is the duty of every employee to comply with the detail and spirit of the Trust's policy.

Employees will have the right to be treated equitably and with dignity and respect in all areas of employment, regardless of age, gender, disability, ethnic or national origin, religious belief, sexual orientation, HIV status, social and employment status, gender reassignment, political affiliation or trade union membership.

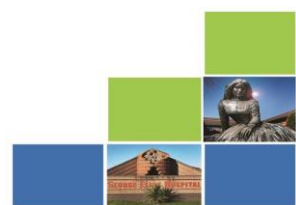
11. Conflict of Interest

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally, it is responsible for ensuring that employees 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. Employees are not allowed to further their private interests in the course of their NHS duties.

12. No Smoking

The Trust acknowledges its responsibilities to provide a safe, smoke free environment for its employees, patients and visitors and is therefore committed to a No Smoking Policy. All Health Service premises are considered as non-smoking zones and smoking is not permitted in any part of the premises or grounds.

Employees can only smoke/vape out of working hours and off-site where they are non-identifiable as a member of the Trust. All employees have a responsibility to support the policy with their own behaviour and, to communicate it to others on site.



Assistance and support will be given to any employees who wish to give up smoking.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.

