

Job Description & Person Specification



Job title: Patient Booking Assistant

Band 3

Job Description

1. General Information

Job title: Patient Booking Assistant

Band: 3

Department: Outpatients

Division: Women's and Childrens Services

Reports to: Patient Booking Co-Ordinator/Team Leader

Accountable to: Assistant Service Manager

Site/Base: Watford, Hemel and St Albans

DBS Clearance required: Yes Standard

2. Key relationships

The post reports into the Patient Booking Coordinator. The post holder will therefore have key working relationships with:

Other Outpatient departments including the Health Records department and Clinic Requests and Build team.

Specialty consultants and pathway navigator teams

Primary Care Service Providers including GP and Dental practices.

Trust staff including Managers, Clinicians, Nursing and Secretarial staff.

Patients/Carers

3. Job Summary

The role of the Patient Booking Assistant is key to ensuring our patients are supported and assisted from the contact they have within WHTH, to ensure an overall positive patient experience.

The postholder is required to provide a responsive call handling service, process referrals and book appointments, and provide patients with any information they need regarding our services at the Trust.

4. Primary duties and areas of responsibility

The main duties include but are not limited to:

- Answering incoming calls in a friendly, courteous and polite manner and refer to the necessary person where necessary.
- Respond appropriately to any queries that arise, using all information to hand to provide a response.

- Registering patient details on the patient administration system, ensuring a high level of data accuracy in patient demographic information.
- Provide support and relevant and helpful information to patients and colleagues within your remit.
- Make outgoing calls where necessary.
- Book and reschedule appointments in line with the Trust Access Policy, calling patients where needed.
- Ensure patient pathway status is identified and appointments booked accordingly in line with the regulatory access targets.
- Generate appointment letters within the Electronic Patient Record system (EPR) system as appropriate to send to patients.
- Inform supervisor and services of any capacity issues.
- Check new referral data information and if patient has a Medical Record Number (MRN) within the EPR or appropriate clinical system.
- Ensure there are no duplicate records created.
- Screen referrals and allocate the referral to the appropriate specialty, escalating where it is unclear.
- Use the electronic patient information systems to scan, attach and create and action work lists within EPR systems as appropriate.
- Contact referrals where deemed necessary if the information provided is not clear or is incomplete.
- Communicate the consultant's decision not to treat or accept the referral back to the patient, ensuring documentation is sent to the referrer and patient.
- Provide reassurance for patients in relation to appointment queries or concerns.
- Arrange an interpreter where needed.
- Respond to e-mail queries within appropriate timeframes and escalate to colleagues as required.
- Maintain patient confidentiality at all times and adhere to GDPR regulations.
- Processes any incoming paperwork as appropriate.
- Adhere to the Trusts Professional Dress Code and Uniform policy and ensure a smart and professional appearance at all times.
- Other administrative duties where appropriate
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Person specification

Job Title:

Band

	Essential Requirements	Desirable Requirements
Education and Qualification	Educated to GCSE level or equivalent, with Grade C or above in English and Maths	
Knowledge	<p>Competent in Microsoft Office programs.</p> <p>Understanding of information governance issues and how to manage confidential patient information</p>	<p>ECDL Customer Service Training</p> <p>NVQ Level 3 in Business Administration, Customer Service, Healthcare support services or equivalent qualification.</p>
Experience	<p>Experience of working in a busy environment</p> <p>Experience working in an administrative role</p>	<p>Knowledge of Patient Administration Systems, (e.g.) Cerner Millenium</p>
Skills	<p>Works well under pressure</p> <p>Methodical and able to handle multiple priorities</p> <p>Flexible/adaptable</p> <p>Self-motivating</p> <p>Good communicator</p>	<p>Previous healthcare experience</p> <p>Reception experience</p> <p>Experience of handling confidential information</p>

Additional information

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimized. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients, and visitors are not exposed to unnecessary or avoidable risk.

Dignity & Respect	The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of sex, age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief and sexual orientation.
Values Based Appraisals	All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them.
Rehabilitation Of Offenders Act	Under this Act, offences which are 'spent' need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and applicants do not have a right not to reveal 'spent' convictions if asked. Further information can be found via: https://www.gov.uk/government/organisations/disclosure-and-barring-service
Health Clearance	All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.
Professional Registration	Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time on request.
Work Visa / Permits / Leave To Remain	If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.
Confidentiality / Data Protection / Freedom of Information	Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Our commitment to you

West Hertfordshire Teaching Hospitals NHS Trust is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role; through a process that is fair, open, consistent, and free from bias and discrimination.

We are committed to being a diverse and inclusive employer and foster a culture where all employees are valued, respected and acknowledged. All applicants will be considered for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We particularly welcome applications from Black, Asian and Minority Ethnic communities, people with disabilities and/or long-term health conditions and LGBT+ community members. We have policies and procedures in place to ensure that all applicants and employees are treated fairly and consistently. We are proud to be accredited as a Disability Confident Employer, with a number of active staff networks. Staff network members create a positive and inclusive work environment at West Hertfordshire Teaching Hospitals NHS Trust by actively contributing to the Trust's mission, values and efforts specific to inclusion.

We ask all applicants to tell us about their personal information to help us monitor our processes and ensure that we treat everyone fairly.



Staff benefits and rewards

Supporting you

- Our Employee Assistance Programme (EAP) is a free service for staff provided by Vita Health. It's here to help you manage all of life's events 24/7 365 days a year.
- We have a spiritual care team offering support to people of all faiths.
- The Trust offers health and wellbeing days which includes free massage and relaxation treatments, in addition to fitness classes.

Flexible Working

- At West Herts we recognise the importance of a good work life balance and the ability to work flexibly. We are delighted to offer a variety of flexible working options for all staff. Please check out our web page for more information.
- <https://www.westhertshospitals.nhs.uk/flexibleworking/>

Annual leave

- You get 27 days on starting, 29 days after 5 years and 33 days after 10 years' service (excludes bank holidays).
- If you already have NHS service, then we will honour this in terms of your annual leave entitlement.
- We have a range of flexible working options across the Trust including part-time hours and home working.

Discounts

- You can order bikes and safety accessories with our Cycle to work scheme staff benefit.
- Discounted childcare at our onsite Busy Bees nurseries.
- Free eye tests.
- Free quarterly health checks, massages, and fitness classes.
- Discounted gym memberships including Anytime Fitness and Nuffield Health.

NHS Pension

- One of the UK's best pension schemes, the NHS pension offers an excellent package of benefits. Visit: www.nhsbsa.nhs.uk/pensions.aspx for more information on NHS Pensions.

Maternity/Paternity Pay & Shared Parental Leave

- Female staff with at least one years' service can benefit from up to a year's leave, 8 weeks of which are full pay, then 18 weeks at half pay plus Statutory Maternity Pay.
- The Trust also provides two weeks paternity leave for partners at full pay, for those with at least one years' service. Further information outlined in the policy.

Development Opportunities

- The Trust offers over 300 online courses that staff can undertake either at home or in the workplace.
- Staff may be eligible for funding to undertake an apprenticeship or a foundation degree, or undertake courses provided by the University of Hertfordshire or an alternative course provider.
- The Trust has a Coaching Network and trained coaches within the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

Staff Recognition

- The Trust recognises its staff through Long Service Awards, Stars of Herts Awards and through an Annual Stars of Herts event.

Library

- The library staff are committed to providing an efficient service, offering the latest and most appropriate collections, along with a study environment supported by advice and guidance on finding information.
- Staff can ask the library to search for information, evidence and publications.

Staff Networks

- The Trust has an equality and diversity staff network providing support for staff. This includes Disability, Carers, BAME and LGBT+ networks.
- The Trust recognises several trade unions and works in partnership with Unison, Unite, BMA and RCN to name a few.
- The Trust has a range of peer support networks which include Wellbeing Champions and Mental Health First Aiders.

Temporary Staffing via Bank

- A fantastic opportunity to gain additional experience and keep your skills up to date
- Flexible shift patterns
- Competitive weekly pay and access to 'NHSP Stakeholder pension' for eligible members

Schwartz Centre Rounds

- A forum where all staff (clinical and non-clinical) can come together regularly to discuss the emotional and social aspects of working in healthcare.
- Helps staff to feel more supported in their jobs and allows them the time and space to reflect

Engagement Events

- Annual engagement events at West Hertfordshire Teaching Hospital include, Well Fest All Stars Awards Night, Afternoon Tea's and much more.