

JOB DESCRIPTION

Job Title:	Patient Pathway Coordinator
Grade:	Band 4
Reports to:	Patient Pathway Manager
Responsible for:	Assistant Patient Pathway Coordinator & Patient Pathway Support
Department:	Specialty Based

JOB SUMMARY

The post holder will be the point of contact for all administrative issues relating to patients' pathway of care. The post holder will work as part of a multi-disciplinary team and will provide expertise in the proactive management of the patient pathway from referral to discharge, ensuring the entire pathway is managed smoothly. The post holder will supervise and allocate work to the PPC team.

The post holder will ensure high levels of patient and clinician satisfaction by being an accessible, customer focused and knowledgeable point of contact. To provide a consistent approach across the Trust, using Standard Operating Procedures (SOPs) to ensure that functions of the role are carried out correctly within given timescales.

PRINCIPAL RESPONSIBILITIES

Outpatient Pathway

1. Process and log all referrals, including paper and Choose and Book, in line with Trust Access & Administration Process Policy and speciality SOP
2. Schedule new and follow up appointments, ensuring that capacity is proactively and efficiently used. This includes booking patients into the right clinic to ensure that they are seen by the most appropriate clinician first time and for subsequent follow ups
3. Ensure that any diagnostics and investigations that are required as part of the patient pathway have been requested and that the results are available for consultations. This will include those that are carried out at other Trusts
4. Co-ordinate appointments and procedures at other hospitals and organisations, where the pathway requires input from these
5. Ensure outcomes of clinic attendance have been accurately recorded on EPR by the Patient Pathway Assistant ('cashing-up'). This will need to be done for those for offsite clinics
6. Complete clinic cancellation forms and process according to SOP
7. Reschedule outpatient clinics as requested – to be done in line with waiting time targets
8. Use the Trust's medical transcription system and ensure that letters are processed in accordance with SOP
9. Liaise with patient records staff, clinical colleagues, other admin teams and other organisations to ensure all medical notes, referral letters, results and discharge summaries are available for outpatient appointments and consultations
10. Recognise when patients are on cancer pathways and, liaise with Cancer Services MDT co-ordinators to ensure patients are handed over appropriately

Pathway Tracking

11. To use the 18-Week Referral to Treatment (RTT) to manage all outpatient and elective patient journeys
12. Lead on the validation of the RTT Patient Tracking List (PTL). Investigate and take the appropriate action where pathways are incomplete to ensure that patients are receiving timely treatment and Trust Information is robust
13. To be responsible for identifying and escalation any issues to the Patient Pathway Manager which compromises delivery of the 18-Week RTT pathway, e.g. lack of capacity either in outpatients or theatres
14. Ensure inter-provider transfers are timely and that the appropriate paperwork has been completed and sent or received
15. Liaise with internal and external colleagues to share patient pathway and diagnostic information.
16. Manage and monitor outpatient and theatre scheduling making best use of capacity
17. Ensure Trust systems are updated with patient pathway status information and that data quality is maintained
18. Proactively manage the pathway to avoid breaches and take steps to resolve any issues

Inpatient Pathway (Specialty Specific)

19. Ensure that Trust agreed standard of service is delivered to patients requiring elective admission to specialty
20. Ensure details of patients to be admitted are entered onto EPR, recording accurate information
21. Schedule elective admissions, contacting patients offering them a choice of admission dates and agree with them the date of admission
22. Book pre-operative assessment appointments with the agreed timescales
23. Act on outcome of pre-operative assessments in timely manner
24. Ensure that appropriate tests and investigations are arranged and completed, with results available before surgery
25. Liaise with theatres to ensure that specialist equipment is available where needed and that theatre slots are utilised appropriately. Ensure ward, surgery areas and clinical teams are aware of patients who have been booked in for surgery and any special requirements for the admission
26. In line with departmental protocols, communicate basic clinical information to patients relating to their procedures and treatments, ensuring appropriate distribution of patient information

General Administrative

27. Use Trust IT systems and specialty databases to ensure relevant and accurate information is recorded.
28. Investigate patient DNAs, communicating the results to the consultants and specialty managers as appropriate
29. Cancellations – communicate details to the clinician ensuring all information is available.
30. Ensure healthcare records are tracked to the correct location
31. Handle post according to SOP
32. Manage consultant diaries in accordance with SOP
33. Undertake general typing duties e.g. references, medical reports
34. Taking of meeting minutes
35. Provide cross cover within specialty/admin team
36. Attend meetings for service development initiatives as required
37. To be responsible for the organisation of formal meetings e.g. Clinical Governance Meeting. Responsibilities to include preparation of agendas, transcription of minutes and subsequent collation and distribution to staff
38. To be able to contribute to specialty improvements and efficient processes
39. To carry out duties consistent with the post as required by the Patient Pathway Manager
40. Delegate work appropriately to Assistant Patient Pathway Co-ordinators and Patient Pathway Assistants within the team

Communications/Customer service

41. Demonstrate high levels of customer care and be an ambassador for customer care within the Trust
42. To be the friendly, sensitive and accessible focus for patient and carer communication, ensuring that all patients have the opportunity to agree their appointment and admission dates
43. Act as the communication hub for clinical team, other PPCs, GPs, patients and their relatives, as well as internal and external organisations
44. Promptly answer telephone enquiries, taking and relaying messages in polite, and helpful manner, taking action as appropriate
45. Deal with complex queries
46. Ensure interpreting equipment is available when required for patient consultations
47. Inform transport department of patients who require transport following Trust protocols
48. Send written confirmation of appointments and admissions to all patients
49. To be responsible for timely written and verbal communications with patients, clinicians, nursing staff and management
50. Ensure that all information distributed to patients is accurate and up-to-date
51. Attend clinics where appropriate to co-ordinate the patient pathway

Health Records – Security & Management

52. Ensure that Health Records movements are tracked at all times, and that annotations are made on EPR where applicable, to enable full traceability and availability
53. All Health Records are stored and processed in accordance with Trust guidelines and meets Information Governance standards
54. Request Health Records as required by members of the team via EPR
55. For non-clinical requirements, retrieve Health Records from the Trust (Other than the Health Records Library, and satellite offices where the Health Records Department will manage this process for you)
56. Ensure that all “medical/clinical notes” and correspondence are completed accordingly, merged and filed on Health Records before being forwarded to the next area, or being returned to the Health Records Library
57. Provide full support to other members of staff in locating Health Records

Education and Training/Self-Development

58. Identify own training and development needs and undertake appropriate training/education as required.
59. Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed
60. To attend all statutory and mandatory training as and when required to do so
61. Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies

This job description should be regarded as a guide to the planned duties and responsibilities of the post. The description is not exhaustive and will be subject to periodic review in association with the post holder.

WAYS OF WORKING AND BEHAVIOURS

The job holder will display the agreed behaviours of the Directorate and the Trust as encapsulated by the performance management and personal development documentation, and in particular, the Trust expects all staff to comply with all relevant policies and codes of conduct and to display the values of the Trust.

The key purpose of this role is to deliver a 'world class' service to the Trust and the job holder will be expected to deliver this level of service through personal conduct, personal responsibility and the following key characteristics.

POLICIES AND PROCEDURES

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust. The following is an extract of some of the major policies and full details of all are contained on the Trust Intranet site.

In the event of any circumstances arising where you are unsure of the correct course of action, you should (a) take advice from the relevant specialist within the Trust, and (b) refer to the detailed procedures on the Intranet.

Medical Questionnaire

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. You may also be required to undergo medical examinations in the future and/or at intervals stipulated by the Trust.

Equality of Opportunity and Diversity

The Trust operates an Equality of Opportunity and Diversity Policy and welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. It aims to ensure that no action taken on behalf of the Trust causes direct unlawful or unfair discrimination to any job applicant, employee or former employee.

Anyone who has responsibility for the work of others, for recruitment, appraisal or discipline, must ensure they are familiar with the relevant policies in order to uphold the principles and observe the detail.

Information Security and Confidentiality

Everyone who works for the Trust has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. You are expected to safeguard the confidentiality, integrity and availability of data, whether in computerised or manual systems or storage, especially, but not limited to information concerning individuals (patients, job applicants, members of staff etc) and commercially sensitive matters.

Trust policies and statutory regulations must be followed. Breaches will result in disciplinary action which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidentiality may also result in a civil action for damages.

If you have a concern about improper conduct within the Trust, you have a duty to disclose that, either by approaching an appropriate senior manager or the Trust's Information Governance office.

Health and Safety at Work Act

Every member of staff is required to take responsible care for the health and safety of themselves and other persons who may be affected by his/her acts or omissions at work. You are also required to co-operate with the Trust to ensure that statutory and departmental safety regulations are adhered to.

Fire

You must attend relevant training programmes as required in order to comply with agreed fire procedures and to take the appropriate action if the fire alarm sounds.

Control of Infection

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component 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 decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic techniques.
- ii) Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.
- iii) Participate in mandatory training and annual updates

Smoking

- i) Smoking is prohibited by law anywhere on Trust property - including buildings, car parks and grounds.

PERSON SPECIFICATION

FACTORS	ESSENTIAL	DESIRABLE
1. Physical Requirements	<ul style="list-style-type: none"> Requirement to handle/move patient files 	
2. Education/Qualification e.g. education, qualifications, Registration requirements.	<ul style="list-style-type: none"> Educated to A-level, or NVQ Level 4 in Business Administration/Customer Care or acquired equivalent experience GCSE or equivalent in English and Maths, grades A-C 	<ul style="list-style-type: none"> Computer Literacy Course e.g. ECDL
3. Previous Experience e.g. paid and unpaid relevant to the post.	<ul style="list-style-type: none"> Experience of using full range of IT systems and patient data systems Experience of using Microsoft Office, including Word and Excel Experience of scheduling outpatient appointments and/or admissions Experience of working in a multi-disciplinary team Experience of working in a healthcare setting Customer Care experience Experience of handling patient complaints 	<ul style="list-style-type: none"> Experience of working in the NHS Experience of supervising staff Experience of using digital dictation systems
4. Skills, Knowledge, Abilities	<ul style="list-style-type: none"> Accurate data entry, typing and checking skills Ability to produce letters / reports using Word and Excel Excellent interpersonal skills Ability to communicate effectively with people at all levels Ability to use own judgement to resolve problems and queries competently, including those of a sensitive and confidential nature Ability to plan, prioritise and delegate workload Manage and interpret data correctly to inform decision making Pays attention to detail Ability to initiate & co-ordinate change to own working practices Excellent IT skills Understanding of patient priorities and performance targets related to appointments and waiting times Thorough knowledge of healthcare administrative systems and processes 	<ul style="list-style-type: none"> Conflict resolution skills Appropriate assertiveness skills Understanding of Primary Care, GP and community services In depth understanding of medical terminology appropriate to specialism Good knowledge of speciality specific patient pathways