

JOB DESCRIPTION

1. General Information

JOB TITLE:	Patient Access Coordinator
SERVICE:	Paediatrics Admissions/ Theatres
GRADE:	Band 3
RESPONSIBLE TO:	Assistant Service Manager
ACCOUNTABLE TO:	Service Manager

Organisational Values:

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

The post holder will:

- a. **Put patients first**
- b. **Take pride in what they do**
- c. **Respect others**
- d. **Strive to be the best**
- e. **Act with integrity**

Our [values and behaviours framework](#) describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust careers pages and GTIntranet .

2. Job Summary

The Patient Access Co-ordinator will be the first point of contact for patients and service users providing an in depth knowledge of outpatient and inpatient scheduling procedures for their speciality.

The Patient Access Co-ordinator will liaise closely with the clinical team and speciality management teams to ensure patients receive timely and appropriate appointments according to their care pathway.

Depending on the requirements of the speciality, the post holder will be required to rotate within the team, providing cover to the admissions team, scheduling functions, general administrative support and telephone cover for their speciality. This will ensure that, at every contact with the Trust, patients

are able to speak to staff who understand their scheduling needs and that clinical teams are always supported by knowledgeable administrative staff.

3. Key Relationships

The post holder will have regular contact with a wide range of clinical and managerial staff, administrative and clerical support staff at many levels and patients, relatives and external agencies.

4. Duties and Responsibilities

The duties and responsibilities listed below are representative of the Patient Access Coordinator role and its purpose within the service; they are not exhaustive and the post holder may be required to undertake additional or alternative administrative duties and responsibilities commensurate with the level of the post, to support the smooth running of the service.

Main Duties

- Act as the first point of call for all patient access queries to the Trust.
- Be responsible for the scheduling of outpatient, elective admissions and all associated appointments according to clinical urgency and length of wait in accordance with departmental procedures and Trust Policies.
- Liaise with patients prior to their hospital visit to ensure that a mutually convenient date and time is agreed.
- Ensure that patients are appropriately reminded of their appointments. This may include sending reminder letters or contacting patients by telephone, up to seven days before their visit to re-confirm attendance in line with departmental protocols.
- Ensure that departmental standards are met for patients receiving notification or acknowledgement of their visit.
- Provide a courteous and efficient point of contact for patients both face to face and over the telephone.
- Ensure that each patient is treated as an individual and their individual needs are met (ie: appropriate support is in place for their appointment, such as interpreting support).

During the patient visit

- Provide a welcoming and efficient reception service and to put patients at their ease.
- Ensure that patients and visitors are well informed and that messages are communicated promptly.

- Respond to enquiries in a courteous and efficient manner.
- Ensure all patients' demographic details are checked with the patient and any amendments/corrections are made in an accurate and timely fashion.
- Administer the clinic using the Trust patient management system as per the department protocols.
- Ensure that all data is inputted accurately into the computerised hospital administration system (PIMS) in a timely manner.
- Liaise with the medical, nursing and allied health professional staff to ensure the smooth running of the clerical function within the clinics.
- Escalate any issues where appropriate to Team Leaders.

Ongoing pathway management

- Develop expertise in all aspects of the speciality pathways for your access team.
- Using the PML (Patient Management Listings) ensure that the booking of all patients is line in with Trust and National waiting time targets and escalate exceptions.
- Respond to patient queries or concerns in an effective and professional manner, escalating where appropriate to Team Leaders.
- Responsible for the accurate input and maintenance of confidential data onto relevant Trust IT systems.
- To have a clear and up to date knowledge of the rules and protocols of the service to ensure full and effective utilisation of clinical capacity.
- Ensure regular, efficient validation of all waiting list data in accordance with Trust Policies.
- In conjunction with Team Leaders, review cancelled/suspended/deferred patients ensuring appropriate action is taken.
- Attend regular meetings with management and clinical teams to review booking horizons and to ensure that theatre lists are signed off by clinical teams 7 days prior to this list taking place.
- Work flexibly to ensure the department operates effectively, including working across both acute hospital sites and across all specialty boundaries.
- Assist in investigating any complaints or incidents that arise in relation appointments or admissions for your speciality.
- Ensure that the any telephone, e-mail or written queries are responded to within the appropriate timeframe and escalated if necessary.
- Develop and maintain relationships with all staff groups to ensure the patient access teams function as effectively as possible.

Standards monitoring

- Ensure telephone calls are answered within the agreed time and in line with the Trust greeting policy.
- Ensure that all patient demographics are checked and updated on all Trust systems.
- Ensure patient cancellations/changes are recorded appropriately on all relevant Trust systems.
- Ensure that any patient initiated pauses to appointment or admission dates are recorded accurately and in real time on PIMS.
- Ensure that Patient Management List (PML) is proactively managed in line with Patient Access targets.
- Ensure that local and Trust policies are adhered to at all times.
- Ensure that all clinics are 'cashed up' within 24 hours of the end of the clinic with all appropriate outcomes completed.
- Ensure that all waiting list requests are added to the waiting list within 2 working days of receipt of request.
- Ensure urgent referrals are dealt with in line with agreed protocols.
- Escalate any issues and breaches of the above standards to the Team Leader in the first instance.
- Support the Team Leader to investigate any breaches of the above standards.

Other

- Work within a multi-disciplinary team in developing the service in line with departmental plans and Trust corporate objectives.
- Assist with co-ordination of multi-disciplinary team meetings.
- Undertake any general office responsibilities including collection and distribution of faxes and post, sorting of incoming post into departmental and priority order, date and receipt stamping of any post.
- Participate in department development as appropriate and participate in departmental meetings.
- Undertake any other duties commensurate to the grade, required to ensure the smooth and efficient running of the department.
- Undertake any training as required to complete the tasks associated with the job role.
- Ensure that all health records are appropriately tracked and securely stored whilst in the department according to the Health Records Policy.
- To provide general administration support as directed by management.

The post holder is required to follow Trust policies and procedures which are regularly updated including:

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.

Information Governance

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order

to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Flexible Working

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff groups will increasingly be asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children 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.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

The Trust is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Trust property or in Trust vehicles

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

PERSON SPECIFICATION

Patient Access Coordinator

Requirements

Requirement	Essential	A/I/T	Desirable	A/I/T
Qualifications/ Education	Good general education with English and Maths to GCSE standard or equivalent	A	IT package qualification / training such as the European Computer Driving Licence (ECDL)	A
	Relevant NVQ 3 or equivalent qualification or experience	A	Customer service qualification / training	A
Previous experience	Proven experience of working in an administrative role demonstrating evidence of: <ul style="list-style-type: none"> 1. competent data collection and data quality 2. working with confidential documents and information 	A/I	Knowledge of medical terminology	A/I
	Experience of working in a customer focused environment demonstrating the ability to deal difficult customers and challenging situations	A/I	Experience of an administrative role within the NHS	I
	Experience of working both autonomously and in a team	A/I		
Skills/ Knowledge/ Abilities	Excellent communication skills, with the ability to: <ul style="list-style-type: none"> (i) relate to a diverse group of professional 	A/I	Knowledge of the key waiting times targets including 18 weeks	A/I

	<p>staff and Public</p> <p>(ii) communicate clearly in writing, face to face and on the phone,</p> <p>(iii) convey sensitive information in an appropriate manner</p> <p>(iv) communicate non-clinical advice to patients in a sensitive and tactful manner</p>		Knowledge of Trust hospital systems (i.e.: PIMS - Patient Information Management System)	A/I
	Excellent organisational skills, with a demonstrable ability to manage and prioritise workload and work methodically, efficiently and accurately to meet tight deadlines.	A/I/T		
	Proficient IT skills experience of using Microsoft Word, Excel and Outlook	A/I/T		
	Ability to work on own initiative and with minimal supervision	A/I		
	Ability to work within a team and develop good working relationships with colleagues at all levels	A/I		
	Understanding of confidentiality and its application and maintenance in and out of the workplace.	A/I		
	Understanding of equal opportunities	A/I		

Additional Information	To be flexible in their approach to the work, according to priorities and changing organisational systems	I		

A=application; I=interview; T=Test/ assessment centre