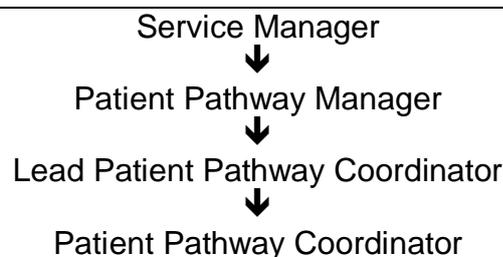


| 1. JOB DETAILS | |
|--|---|
| Job title: | Patient Pathway Coordinator |
| Accountable to: | Lead Patient Pathway Coordinator |
| Managerially | Patient Pathway Manager |
| Agenda for Change Band: | Band 3 |
| Location: | Operational Directorate |
| 2. JOB SUMMARY (A brief description of the main purpose of the post) | |
| <p>The Post holder will provide efficient and effective administration services for outpatient bookings and patient pathway management.</p> <p>The post holder will be expected to prioritise their own workload to ensure that registration of all referrals and booking of appointments are in line with the Trust's waiting time standards and the Trust's Patient Access Policy seeking reference from the Manager as required.</p> <p>The post holder will work to defined working procedures to maximise effective use of clinic capacity and help ensure that the Trust meets local and national waiting time targets.</p> <p>A significant responsibility of the role is to accurately record information on to systems and maintain patient appointment information submitted to the Trust.</p> | |
| 3. ROLE OF DEPARTMENT (The function of the department in which the post holder works) | |
| <p>The Patient Pathway Team is located in the Trust's Operational Directorates and work closely with the management team to deliver an effective and efficient Outpatient Service ensuring a high level of support for patients.</p> <p>The team responsibilities includes:</p> <ul style="list-style-type: none"> • Management of referrals, supporting clinical teams through the triage process and booking outpatient appointments. • Understanding clinic templates and monitoring utilisation. • Monitoring waiting list and carrying out validation. • Patient communication via letter and telephone. • Building relationships with clinicians, nurses, managers and other admin teams. | |
| 4. ORGANISATIONAL CHART (Including in diagrammatic form to whom the post is responsible to and any posts which are responsible to the post holder) | |
| <p>Directorate Operational Director</p> <p style="text-align: center;">↓</p> <p>General Manager</p> <p style="text-align: center;">↓</p> | |



5. KEY WORKING RELATIONSHIPS

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

Patient Pathway team
 Clinical Directorates
 Medical Secretaries
 Consultants
 Patients
 Nursing Staff

6. DUTIES AND RESPONSIBILITIES OF THE POST

1. Is responsible for a care group of dedicated outpatient specialities ensuring that at all times a high quality service is provided to patients, consultants and their staff.
2. Ensures that all clinic slots are filled appropriately maximising clinic usage.
3. Where necessary re-structures clinics to accommodate clinical staff requirements. Monitors the cancellation of clinics reporting any problems arising due to the reduction of clinic slots and with regard to the agreed waiting list targets.
4. Monitors outpatient waiting list times ensuring that the current agreed targets for 18 week and Outpatient waiting times are adhered to. Alerts the Management team of potential problems, enabling them to liaise with consultant staff where appropriate.
5. Provide reception desk cover, dealing with patient and staff queries.
6. Ensure all referrals from GP's, Consultant Medical staff and other health professionals either via the e-Referral System, letter, or telephone are dealt with efficiently. The post holder will be expected to read, analyse facts and situations to enable judgement to be utilised in prioritising necessary action to be taken when dealing with a referral in line with departmental policy, protocols and procedures.
7. Liaises with consultants, medical and nursing staff and Management Team with regards to the effectiveness of outpatient appointment systems
8. Provides effective communication, maintaining excellent inter-personal skills when dealing with patients and members of staff at all levels within the Trust.
9. Receive telephone queries from patients, resolving general queries, cancelling and amending appointments.
10. Ensure accurate data input, updating patient demographic details where necessary on the patient administration system.
11. Support projects that improve Outpatient appointment booking and services.

12. Assists in the review of written policies, procedures and guidelines
13. Complies with the requirements of the Caldicott Report, the Data Protection Act, Access to Health Records Act and subsequent legislation issued in relation to computer retained data, preserving the confidentiality of patient identifiable data at all times.
14. Assists where necessary with the investigation of complaints, ensuring that complaints are used positively to improve service deficiencies
15. Provides cover for annual leave and sickness absence throughout the team ensuring adequate service provision is provided at all times.
16. Reviews and improves working practices, ensuring the smooth running of the team at all times.
17. Trains and develops Patient Pathway Support as required and identifies all training requirements for new team members, liaising with the PCS/Patient Services trainer where necessary.
18. Undertake all necessary training and development for this role.
19. Attend all mandatory training courses and any training identified in individual performance review.

This job description gives only the principal duties and responsibilities of the post and therefore, the post holder may be required to undertake various other duties which are implicit in the principal duties and may be delegated from time to time by the Management Team.

7. WORK SETTING AND REVIEW

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

The Lead Patient Pathway Coordinator is responsible for setting tasks, reviewing tasks and supervising the post holder's work. The post holder must liaise with their Lead Patient Pathway Coordinator before carrying out any additional tasks.

In the absence of the Lead Patient Pathway Coordinator, the Patient Pathway Coordinator will take the place of the Lead Patient Pathway Coordinator.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION
Patient Pathway Coordinator

| Factor | Essential | Desirable |
|----------------------|---|---|
| Qualifications | <ul style="list-style-type: none"> A good standard of general education to GCSE level (5 GCSE grade A*-C) or equivalent | |
| Experience | <ul style="list-style-type: none"> Previous experience of booking outpatient appointments NHS Experience | <ul style="list-style-type: none"> Previous experience working in an Outpatient Bookings team. |
| Knowledge | <ul style="list-style-type: none"> Computer literate Numerate Ability to maintain confidentiality at all times Ability to work under pressure and to meet deadlines Experienced PCS and ERS user Experience in Web V | |
| Skills and Aptitudes | <ul style="list-style-type: none"> Good communication skills Good interpersonal skills Ability to liaise with staff at all levels | |
| Other requirements | <ul style="list-style-type: none"> Demonstrates enthusiasm and a conscientious approach to work, advocating this to others Displays self-confidence and innovation Able to follow Trust policies and procedures Good team worker Reliable Trustworthy Satisfactory occupational health clearance Satisfactory DBS clearance | |
| | | |

PERSON SPECIFICATION AGREEMENT

Post holder

Date

Line Manager

.....

Date

.....

Each of the above points should be considered in the light of minimum requirements listed in the job description.