

JOB DESCRIPTION

Job Title	Outpatient Receptionist/RMC Referral Management Clerk
Band/ Grade	Band 2
Directorate	Clinical Support
Professionally Accountable to	Outpatients Administration Lead
Responsible to	Outpatient Deputy General Manager

VISSION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence.

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

To manage the referral process from point of arrival, to ensure referrals are managed efficiently and accurately following departmental processes and guidelines. To ensure referrals are entered on the Patient Administration System (Maxims) within agreed timescales and letters are scanned into Maxims.

To provide a quality outpatient booking service for all patients. The post holder will be responsible for ensuring that both new and follow up appointments are processed in a timely, efficient and accurate manner and that clinics are booked in line with service requirements and national guidelines.

To ensure accurate data recording with regard to outpatient appointments using the Patient Administration System (Maxims/E-rs), E-Referrals and other systems. This will also include the provision of administration support to the booking centre, directorates and clinicians.

The main duties of this job description are explained, however, these will continue to evolve as the Patient Access Centre develops to meet corporate objectives and NHS targets.

MAIN FUNCTIONS OF THE JOB

Liaises with:

Clinic Co-ordinators
Medical Secretaries
Outpatient Receptionists
Health Records Supervisor
General Practice Receptionists/Secretaries

KEY RESPONSIBILITIES

Administrative and Clerical Responsibilities

- Open Referral Post
- Date Stamp Referral – (this must be date of arrival)
- Check demographic details
- Date Stamp Faxed 2 Week Wait Referrals
- To be responsible for referral letters of all confirmed appointments
- To ensure that all referrals letters are delivered to the appropriate outpatient reception areas, including peripheral clinics
- To liaise with other departments, Health Records, Specialties and GP Surgeries.

Maxims (E-rs) Responsibilities

- Enter detail from referral / outcome form on Maxims and on to specialty/consultant new / follow-up waiting list
- Referrals processed on Maxims following the correct process, including scanning of referrals into the patient record, referrals to be triaged by consultants.
- Referral passed to Clinic Coordinator for appointment to be booked
- To be responsible for closing waiting list entries for referrals that do not need an appointment or where a patient has cancelled and chosen not to re-book
- Booking of new and follow up appointments, ensuring they are booked in chronological order.
- Validation of new and follow up waiting lists, ensuring the correct RTT is entered.

E-Referral Responsibilities

- Print e-Referrals
- Print e-Referral letter review form
- Scan E-rs referral onto maxims and process on Maxims.
- e-Referrals to be tracked into Clinic Coordinators office
- e-Referrals to be passed to Clinic Coordinator for accepting, rejecting or change
- Check e-Referral demographic details reflect Maxims demographics

Appointment Booking – New and Follow up

- To take and process telephone calls in accordance with Trust policy and in an appropriate manner. Telephone calls will involve contact with patients, carers and health professionals.
- To provide advice and information on outpatient appointments and clinic arrangements. Communicate all relevant information to patients and ensure that they receive adequate notice of their appointments and any subsequent amendments.
- Within a call centre environment competently deal with all telephone calls ensuring clear and accurate information is given as well as cancellation and reappointing of outpatient appointments within the agreed booking schedule.

Reception Responsibilities

- To confirm patient attendance on Maxims, amending demographic details as required to ensure data quality (as per Standard Operating Procedures) is prioritised at all times.
- To greet patients in a professional manner upon arrival, provide information relevant to their appointment and direct them to the appropriate waiting areas. To notify patients of extended waiting times if delays are occurring.
- To liaise with relevant medical secretaries for advice on appointment allocation to ensure patients are seen within the correct timescale as directed by the clinician.
- To make changes to patient appointments on the Maxims system as required and deal professionally and courteously with all patients wishing to check or rearrange appointments.
- To present at all times a professional approach in terms of conduct, punctuality and appearance.
- To maintain a tidy and clean working area at all times adhering to relevant health and safety guidelines.
- To answer the telephone in a courteous and pleasant manner at all times within the agreed timescale and according to the standard Trust greeting.
- To deal professionally with patient enquiries in line with relevant Departmental policies and protocols.

Individual Responsibilities

- To answer the telephone in a courteous, professional and pleasant manner
- To deal professionally with enquiries from colleagues and other health care staff
- To ensure effective communication with colleagues and other health care staff.
- To cascade complaints to Team Leader as appropriate.
- Assist in resolving day to day problems that relate to the referral process.
- Maintain good working relationships with all areas.

- Share knowledge and experience with other members of departments.
- Able to negotiate way around Maxims and e-Referral systems
- Able to use keyboard skills for spreadsheets and correspondence.
- Able to work autonomously with the ability to seek advice and guidance when necessary

Service Delivery Responsibilities

- To ensure awareness, understanding and compliance with national and local NHS guidelines/policies.
- To ensure awareness and understanding of WVT Access Policy and Procedures and have a working knowledge of 18 week pathways

Training & Development:

- To present at all times a professional approach in terms of conduct, appearance and punctuality.
- To take every reasonable opportunity to maintain and improve professional knowledge and competence ensuring full compliance with WVT mandatory training requirements.
- To undergo annual appraisal and agree to a continuing personal development plan

General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager of the Service Unit. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name: Jane James	Manager Signature:
Date:	
Post holder Name:	Post Holder Signature:

PERSON SPECIFICATION

Directorate **Clinical Support**
Job Title **Outpatient Reception/Referral Management Centre Clerk**
Band/ Grade **2**

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
RSA stage 2 or 3 or equivalent experience		X
Customer Services training	X	
Computing or IT (MOST) or equivalent	X	
SKILLS, KNOWLEDGE AND ABILITIES		
Effective verbal and written communication skills		X
Good telephone manner		X
Proficient in the use of PC/computer systems		X
Negotiation skills		X
Microsoft Office user		X
EXPERIENCE		
Previous clerical experience including filing, data retrieval and photocopying	X	
Previous experience of dealing with the public	X	
Maxims experience		X
Choose and Book experience		X
Internet email		X
Waiting list experience		X
PERSONAL ATTRIBUTES		
Team player	X	
Ability to work autonomously	X	
Good interpersonal skills	X	

Ability to prioritise workload	X	
Ability to work under pressure	X	
Flexible	X	
Reliable	X	
Good attention to detail	X	
Professional approach to work and colleagues	X	
OTHER FACTORS		
Ability to fulfil the travel requirements of post	X	