



**University  
Hospitals Sussex**  
NHS Foundation Trust

# Job Description and Person Specification

## Job Description

<b>Job Title</b>	Outpatient Booking Clerk
<b>Band</b>	3
<b>Hours</b>	37.5 hours per week if full time
<b>Department</b>	Clinical Administration – Outpatient Booking
<b>Division</b>	Planned Care and Cancer
<b>Location / Hospital Site</b>	Brighton or Southlands
<b>Responsible to</b>	Team Lead/Deputy Operational Manager
<b>Accountable to</b>	Operational Manager
<b>DBS Level</b>	None
<b>DBS Barring</b>	N/A
<b>DBS Workforce</b>	N/A

## Role Summary

This is a multi-skilled role whereby the post-holder will be required to gain an up-to-date knowledge of outpatient clinics to make, amend, and cancel outpatient appointments in line with the patients access policy and according to waiting time and clinical urgency. The post holder will handle incoming telephone queries from patients, GP's, and other hospital staff with a range of queries. The post holder will gain an in-depth knowledge for clinics within a designated specialty area but will also be expected to gain a broader knowledge of other clinics. This role will range from the registration of new patient referrals, to handling GP and patients queries for clinics to making/amending and cancelling appointments. The post holder will have an impact on a patient journey throughout all aspects of the outpatient booking process and will be responsible for recording all patient contact and bookings on the patient administration system.

The main duties of the post are:

- To register new patient referrals and send these for clinical triage so that the urgency of the appointment can be highlighted by a clinician
- To book, amend and sometimes cancel outpatient appointments for patients via the telephone and to confirm these details by letter using the patient administration system
- To answer telephone calls from patients, GP's, and other Trust staff, always maintaining confidentiality and ensuring that a patient focussed/professional service is maintained

## Key Working Relationships

- Patients and their Relatives/Carers/Parents/Guardians
- Clinicians

- Outpatient Nursing
- Clinical and Directorate Management Teams
- GP and Community Services
- Outpatient Reception Services

## **Main Duties and Responsibilities**

- To register new patient referrals and send these for clinical triage so that the urgency of the appointment can be highlighted by a clinician
- To index referrals in the Trust referral management system so that the correct clinician can review the referral
- To update patient demographics in the Trust patient administration at time of referral registration
- To book, amend and sometimes cancel outpatient appointments for patients via the telephone and to confirm these details by letter using the patient administration system if required.
- To work to targets and objectives, managing a workload of phone calls, booking of appointments, dealing with queries, data management and general daily duties
- To respond to patient needs and ensure that their individual needs are always met, making adjustments where required in order for them to access the care that they need. For example, booking interpreters for patients whose first language is not English
- To provide and receive complex and sensitive information to and from patients about their appointment, and give explanations and instructions clearly and concisely where barriers to communication may exist
- To raise and escalate any questions where you do not have a solution for the patient so that this can be investigated to ensure that there is no delay to patient treatment
- To follow the patient access policy when booking and amending patient appointments and to always book patients in order, by waiting time and by clinical urgency
- To ensure that the correct appointment type is booked i.e., new/follow up, face to face or telephone
- To update referral urgency and sub-specialty information on the Trust patient administration system following a clinical review of every referral

- To answer telephone calls from patients, GP's, and other Trust staff, always maintaining confidentiality and ensuring that a patient focussed/professional service is maintained
- To cancel clinics in line with the Trust policy, ensuring that the correct approval process has been followed. This will involve cancelling patient appointments and where possible re-booking to another date.
- To ensure the correct recording of cancellation reason and reason in the Trust patient administration system, ensuring that all updates are recorded in the referral comments
- To book 2WW suspected cancer appointments according to national guidelines, ensuring that patients are seen within two weeks of referral and escalating where this is not possible
- To update patient demographics on the Trust patient administration system at time of booking if there has been a change
- To ensure that text message confirmations are sent when making or amending appointments
- To work under pressure, maintaining the ability to multi-task whilst dealing with complex and sometimes emotional situations, such as cancelling patient appointments at short notice.
- To problem solve and escalate any issues and record all information accurately
- To always maintain professionalism when dealing with patients and colleagues, ensuring that the expected standards at work are maintained
- Organise and prioritise assignments to complete work in a timely and efficient manner, particularly when there are changes in workload or demands. Escalate as required so that help/assistance can be arranged.
- Carry out any other duties that may be required from time to time in line with the job holder's grade, experience and job title.

### **Learning and Development**

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager

- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***‘excellent care every time’***

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through

- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
  - Continuous improvement of our services through small steps of change
  - Constantly testing the patient pathway to see how we can develop
  - Encouraging frontline staff to lead the redesign processes
  - Equal voices for all
  - Engagement of staff is a big factor in job performance.
  - Good engagement leads to improved quality, mortality and safety measures

## Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities

“Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.”

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

Physical	
Emotional	
Mental	
Working Conditions	

## Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Experience/ Qualifications	Customer Service/Administration Experience	AF and I	NHS Administration Experience	AF and I
	Good standard of computer skills – full training will be given on the patients administration system		Experience of using the patient administration system  Working knowledge of the patient access policy and national NHS targets	
Skills	Excellent verbal and written communication skills with the ability to communicate with patients/service users and staff at all levels of the organisation			
	Ability to organise and prioritise own workload  Ability to manage conflicting priorities  Problem solving skills  Ability to exercise discretion and ensure that patient confidentiality is maintained at all times			

	<p><b>Ability to work under pressure, using own initiative</b></p> <p><b>Ability to maintain composure, efficiency and positive customer -service orientated manner during period of peak workload, with frequent interruptions, under tight deadlines, when dealing with patients on the telephone who are unwell, angry and sometimes distressed</b></p> <p><b>Remain flexible and adaptable to alterations in policies and procedures, proposing changes where appropriate</b></p> <p><b>Ability to remain calm in dealing with stressful situations, this will involve cancelling patients appointments and delivering unpleasant news</b></p> <p><b>Evidence of having undertaken own development to improve understanding of equalities issues</b></p>			
<b>People Management and Development</b>	<b>Not applicable to the role</b>			
<b>Specific Requirements</b>				
<b>Equality, Diversity, and Inclusion</b>	<b>Evidence of having championed diversity in previous roles (as appropriate to role).</b>			
<b>Freedom to Act</b>				