



# Band 3 Imaging Team Patient Administrator

(Imaging/Clinical Support Services)

## JOB DESCRIPTION







# TABLE OF CONTENTS

Welcome..... 4

Job summary .....4

Key responsibilities ..... 5

Key working relationships..... 6

Person specification ..... 8



# Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

## Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

## Job summary

**Job title** Patient Administrator

<b>Band</b>	3
<b>Division</b>	Clinical Support
<b>Responsible to</b>	Imaging Team Leader
<b>Accountable to</b>	Head of Imaging
<b>Type of contract</b>	Permanent
<b>Hours per week</b>	37.5hrs
<b>Location</b>	Chelsea & Westminster Healthcare NHS Foundation Trust

### **The post**

The Imaging Service and departments exist to provide support to the clinicians in charge of the medical care and treatment of patients attending the Trust. It aims to do this speedily and to provide interpretation and advice on results. The department supports the teaching functions of the Trust and its commitment to the research and development of new modalities. The Imaging department work within a high quality management system and have recently been awarded UKAS QSI Accreditation.

Chelsea and Westminster Hospital NHS Foundation Trust believes that our people will get out what they put in, and that requires our active support to develop our people, so we make it a top priority that our staff always feel valued and part of something bigger.

If you are looking for a job where you are professionally developed, working at the forefront of radiology and can go home every single day and be incredibly proud that you are delivering a service of the highest possible standards, then don't miss out on your opportunity to be part of something great.

### **Key responsibilities**

The post holder will be required to work in one of the following areas as indicated in the Job Advert providing cross cover where necessary:

- A&E Imaging Reception
- Clinical Offices
- Main Imaging reception areas
- Imaging Call Centre
- Imaging Secretaries Office

### **Key working relationships**

- Medical and Nursing staff
- Radiographers and Sonographers
- Imaging Management team
- Divisional Leads
- Administration teams

### **Role & Responsibilities**

- Support the delivery of a high quality healthcare service ensuring that all patients receive a high standard of service delivery
- Handle queries from patients/relatives confidentially and sensitively; refer clinical-related queries to appropriate staff
- Interact with patients and relatives in distress in a sensitive and empathetic manner

- Take and relay as appropriate, telephone enquiries and messages , using initiative and prioritising skills when disseminating information
- Ensure all activity is cashed up in a timely manner using Trust's RIS/appropriate IT system including DNAs and discharges.
- Update patient details on Cerner/RIS as appropriate, checking all demographic details on arrival or departure
- Ensure all procedures are followed re data capture for service specific outcomes.
- Ensure all paperwork is filed appropriately
- Arrange interpreter and transport services where indicated
- Adhere to trust-wide standard operating procedures and policies developed for clinical administrative processes and participate in their development
- Provide an excellent standard of service to patients at all times
- Ensure the availability of all necessary documents (including forms, patient information leaflets and questionnaires) labels, continuation sheets
- Ensure telephone answer machine is available for out of hour's queries; respond to patient/subject queries the next working day.
- Photocopying, filing and other general office duties
- Liaise with consultants and other admin staff regarding patient appointments, referral letters.
- Contact other departments and teams as necessary relating to the patient care pathway and service delivery
- Support the Team Leader and practitioners with the smooth running of the imaging service
- Liaise with other hospitals and GPs regarding patient care pathways
- Ensure that patients imaging is booked in accordance with booking rules outlined in the Trusts Access Policy, in order that patient pathway targets are achieved
- Continuously up-date the schedules as lists are amended and extra lists are put on.
- Escalate any capacity issues via the local escalation process
- Liaise with patients/carers to arrange imaging appointments for patients
- To provide patient information to GP practices, also to liaise with GPs regarding results, special needs and concerns.

## **Communication**

- Ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.
- Ensure all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted and possible barriers such as language, culture, understanding or physical or mental health conditions.

These duties are not exhaustive and will be reviewed with the post holder, allowing for amendments within the broad scope and band level of the role

*All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff*

## Person specification

<b>Job title</b>	Imaging Patient Administrator
<b>Band</b>	AFC 3
<b>Division</b>	Clinical Support Services

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

**E** = essential  
**D** = desirable

## Trust values

Putting patients first	<b>E</b>
Responsive to patients and staff	<b>E</b>
Open and honest	<b>E</b>
Unfailingly kind	<b>E</b>
Determined to develop	<b>E</b>

## Education and qualifications

Willing to develop knowledge and skill set within the healthcare framework	<b>E</b>
Demonstrable literacy and numeracy skills	<b>E</b>
Experience of computers	<b>D</b>
GCSE/A Level or Degree	<b>D</b>

## Experience

Experience of using healthcare Information Technology systems	<b>E</b>
NHS Experience in Admin	<b>D</b>
Broad general experience of working with Imaging IT systems	<b>D</b>

## Skills and knowledge

Organisational skills	<b>E</b>
A good understanding and demonstration of Customer Service standards	<b>E</b>
Able to work under own initiative	<b>E</b>
Ability to make decisions	<b>E</b>
Organisational skills	<b>E</b>
Awareness of data protection and patient confidentiality responsibilities	<b>D</b>



Awareness of developments in NHS	<b>D</b>
Willingness to participate in departmental service development.	<b>D</b>

## **Personal qualities**

Working under pressure	<b>E</b>
To be able to communicate effectively	<b>E</b>
Good Customer Service	<b>E</b>
Working in a Team	<b>E</b>

**Notes**





**Chelsea and Westminster Hospital**  
NHS Foundation Trust

369 Fulham Road  
London  
SW10 9NH

**Main Switchboard**  
+44 (0)20 3315 8000

**Website**  
[www.chelwest.nhs.uk](http://www.chelwest.nhs.uk)

 [fb.com/chelwest](https://fb.com/chelwest)  
[fb.com/westmidhospital](https://fb.com/westmidhospital)

 [@chelwestft](https://twitter.com/chelwestft)  
[@westmidhospital](https://twitter.com/westmidhospital)

 [@chelwestft](https://www.instagram.com/chelwestft)

