

**Royal Manchester Children's Hospital**  
**Outpatient Services, Booking and Scheduling Co-Ordinator**  
**Job Description & Person Specification**

**Job Title:** Booking and Scheduling Co-ordinator

**Grade:** Band 3

**Directorate:** Acute and General Paediatrics (RMCH), Division of Medicine

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**Accountable To:** Deputy Directorate Manager – Acute and General Paediatrics

**Reports To:** Assistant Operational Manager – Acute and General Paediatrics

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**Job Summary:** Royal Manchester Children's Hospital are looking for a Booking and Scheduling Co-Ordinator's with proven administration experience.

You will be responsible for providing a consistent and standardised approach to booking and scheduling in line with SOP's, whilst ensuring high standards of quality and efficiency are always maintained.

**Main Duties and Responsibilities:**

- To undertake a full range of administrative duties in the centralised booking team (CBT) including being in contact with patients, their relatives, carers, and healthcare teams
- To ensure the appropriate management of defined outpatient waiting lists within defined SOP's, including the booking and scheduling of appointments via partial booking methods
- To schedule urgent patient appointments within the timeframes identified by clinical staff and the MFT patient access policy
- Cancellation and rebooking of appointments, as needed within the six-week medical staff leave policy
- Escalate patients who do not respond to attempts to book their appointment, in accordance with local departmental policy

- Escalate any patient bookings that are not in line with the MFT Patient Access Policy (2ww, urgent patients, long waiters)
- Escalate any patients who request to delay their booking time by a period of 8 weeks or more, or who cancel their appointment more than twice
- Escalate any patients who no longer wish to be seen for a clinical decision for discharge
- Action email requests in a timely manner
- Record all reasonable appointment offers made to patients and record delay dates via the respective waiting list
- Independently co-ordinate and manage changes to clinics
- Ensure clinics are booked to maximum capacity in line with the patient access policy
- Provide support to wider hospital teams in validation of outpatient pathways and monitoring of data quality of outpatient work queues within Hive

- Collate information to inform basic reports on waiting list times for defined areas
- Work with the wider outpatient services team to ensure there is appropriate cross cover of/from the main outpatient reception where needed
- Once in receipt of the necessary training, work following the trusts requirements for digital competence, including but not limited to:
  - Use of the trust HIVE Electronic Patient Record
  - Proactively promoting and assisting patients in signing up for the MyMFT app
  - Use of the electronic referral system (e-RS)
- Provide a professional telephone service by receiving and making calls to patients to arrange appointments or query appointments within the maximum waiting time, and liaising with other departments and external organisations where appropriate
- Assist in the provision of specific project work and audits required by the directorate
- Contribution to the maintenance of stock levels
- To lead on or assist in any other reasonable duties required by the directorate

#### **Patient Record Duties:**

- Extensive knowledge of electronic patient record (HIVE)
- Ensure appropriate arrangements are in place for collation of information for case conferences, meetings, attendance, taking minutes, in liaison with relevant secretarial colleagues if needed

- Undertake surveys or audits as required within own work environment

### **Data input and quality:**

- Process and store patient data using Trust computerised system, in accordance with Caldicott principles and GDPR
- Undertake data input to clinical and corporate systems as required, ensuring timely updates are made
- When requested, provide statistical data for audit and research or similar purposes, including the preparation of basic reports, documents, spread sheets, presentations etc
- Ensure process and data entry errors are highlighted to the relevant individuals or teams as required and corrected where appropriate or as directed
- Keyboard skills

### **Health & Safety at Work**

- Deal with distressed patients and report any potential conflicting situations to the appropriate manager
- Ensure compliance with lifting, handling and general handling of case notes policies within the Trust

The post holder must not willingly endanger him/herself or other while at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where provided. All accidents must be reported to your manager, and you are asked to participate in accident prevention by reporting potential hazards.

### **Infection Control**

It is a requirement for all staff to comply with all infection control policies and procedures as set out in the Trust in Infection Control Manual.

### **Security**

The post holder has a responsibility to ensure the preservation of NHS property and resources.

### **Confidentiality**

To maintain patient and staff confidentiality in line with GDPR legislation and Caldicott principles.

### **Smoking**

The Trust operates a no smoking policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will agree not to smoke on hospital premises.

## Team Briefing

The Trust operates a system of Team Briefing which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing. The post holder will be required to participate in Team Briefings of staff.

### Person Specification

Attribute	Essential	Desirable	How identified
<b>Qualifications Academic/Professional</b>	Computer literate/IT trained	Customer care NVQ Level 2 or equivalent experience	Application and interview
<b>Experience</b>	Previous experience of working within a team  Prioritise workload and work to deadlines  Understanding of confidentiality/data protection  Good knowledge of computer systems and ability to transfer information accurately	Customer care experience  An understanding of NHS waiting targets  Booking and scheduling background  Experience of electronic patient record (EPR) systems	Application and interview