

## JOB DESCRIPTION

Job No: 1886MA2

### 1. Job Details

Job Title	Patient Pathway Support (Generic)
Job Band	Band 2
Reports to	Operations Assistant
Division	Surgery
Location	Kings Mill Hospital

### 2. Job Purpose

- 2.1 The overriding purpose is to support the provision of the highest quality patient care through personal actions and continuous improvement.
- 2.2 To provide a high quality service to support the SFHT Patient Pathway and the Patient Pathway Coordinators, by ensuring the location, appropriate preparation and tracking of clinic documentation to help ensure the smooth running of clinics.
- 2.3 To provide a clinical typing service, when required, to the Consultants and their teams within the Trust when requested by the Patient Pathway Coordinator.
- 2.4 To follow Standard Operating Procedures (SOP) which describe how the functions of this role will be carried out along with the timescales that will be adhered to.
- 2.5 To work as part of the team providing cover for colleagues during sickness and annual leave where appropriate.

### 3. Role of the Department

- 3.1 To maintain a high standard of support to the King's Mill and Newark Hospital Patient Pathway in order to achieve the Trust's goals.
- 3.2 To produce high quality support to enable maximum use of Trust resources and to support the commissioning and planning for future services.

## **5. Key Result Areas**

5.1 Make appropriate preparations for clinics, to ensure that the patient's visit will run smoothly. For each clinic session this will involve ensuring that the following are available for use by clinicians:

- appropriately prepared case notes
- Clinic attendance sheets

This will require ability to prioritise own workload and meet strict and often short deadline.

5.2 The prompt tracking in and out of case notes using the PAS system to maintain accuracy and completeness of all electronic records in accordance with Data Accreditation requirements.

5.3 Provision of typing support, as required, to support Pathway Coordinators.

5.4 Audio typing of clinical letters, clinic appointments and treatment summaries to meet with Trust turnaround targets, ensuring a high standard of accuracy and quality.

5.5 Maintenance of good working relationships with the Patient Pathway Co-ordinators, liaising and raising issues as necessary and good relationships with patients and other members of staff. Similarly to ensure that patients are dealt with in an equitable way, taking account of their diversity and rights.

5.6 Ensuring adherence to the Trust's confidentiality policy.

5.8 Referral letters for patients attending for the first time will be filed accurately by name of consultant to be seen and by date of referral, thus ensuring availability of letters for clinic preparation.

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5.10 To deal with telephone enquiries from patients, relatives, clinicians and other members of Trust staff in relation to out patient appointments and clinics. There is an expectation that staff will use their initiative in dealing with such enquiries although support and advice is readily available from Pathway Coordinators and Team Supervisors.

5.11 To deal with cancellation of clinic appointments and rebooking of patients & bring patients appointments forward when required to support Patient Pathway Co-ordinators

### **General Statements**

5.11 All employees have an individual responsibility to have a knowledge of and employ the basic principles of infection control practice and to ensure adherence to the requirements of the Infection Control Manual.

5.12 All staff employed by the Trust are required to work in a safe manner, in accordance with current health and safety legislation and with the general principles laid down in the Trust's Health and Safety Policy.

5.13 You are required to comply with all of the Trust's policies and procedures. These are obtainable on the Trust's intranet site, where guidance is also contained.

5.14 Equality, Diversity and Inclusion are fundamental in contributing to an inclusive workplace at Sherwood Forest Hospitals. The Trust does not tolerate any forms of discrimination, racism, bullying and harassment. All staff, at all times, in the performance of their duties are expected to demonstrate equal treatment of everyone and ensure that every member of staff regardless of differences are respected, valued and appreciated. All staff are expected to have an understanding of the Trust's Equality, Diversity and Inclusion policy and associated Equality, Diversity and Human Rights Legislation.

5.15 All employees have an individual responsibility to ensure that all information recorded both manually and electronically achieves and maintains the highest possible data quality standards by adhering to the Trust's Data Quality Strategy and Policy. Poor quality information will put patient care and safety at risk, and will also impact the Trust's performance and finances.

5.16 To undertake any other duties which may be reasonably regarded as within the nature the duties, responsibilities and grade of the post as defined, subject to the proviso that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job description in specific terms and the post re-evaluated if the change is likely to result in a job evaluation score change.

## **6. Physical and Mental Skills**

6.1 Good organisational skills

6.2 Good clerical and accurate keyboard skills, with either or RSA II or ECDL Touch-typing or equivalent.

6.3 In order to progress patient care, the post holder will at times assist the Patient Pathway Co-ordinator in communicating with a wide variety of hospital departments/ staff/patients/other agencies, requiring effective interpersonal skills.

6.4 Communication will be verbal, electronic or in writing.

## **7. Responsibilities of the Post Holder**

- 7.1 This post has no budgetary responsibility.
- 7.2 Will be required to explain and demonstrate departmental procedures to less experienced colleagues and trainees who may work in the department from time to time, thus contributing to the induction of new staff.
- 7.3 The post holder will adhere to both national and local departmental standards by ensuring clinical typing is sent to GP's, other agencies etc within the Hospital's agreed timescales.
- 7.4 The post holder will maintain strict adherence to departmental and Trust policies, in particular those relating to confidentiality, data protection, and Police procedures.
- 7.5 To follow policies and procedures for the recording of data on the PAS system, ensuring data quality standards are maintained at all times.

## **8. Freedom to Act**

- 8.1 The post holder will be guided by administration standards and procedures.
- 8.2 The post holder will be expected to organise their own workload on a day-to-day basis, based on agreed processes around what work is to be prioritised. Advice is readily available from the PPCs and PPC Team Leaders.
- 8.3 The post holder will be required to exercise judgement in relation to all enquiries, particularly patient related, resolving, bringing to the attention of the Consultant or redirecting as appropriate.

## **9. Physical, Mental and Emotional Effort Required**

- 9.1 Ability to bend and lift sets of case notes for short periods daily.
- 9.2 Manoeuvre sets of case notes in trolleys around the hospital site daily.
- 9.3 Sitting at a desk for a substantial proportion of working time, taking telephone calls, word processing, maintaining case notes.
- 9.4 This post requires concentration when transcribing audio tapes /digital dictation/hand written notes. This will be for the majority of each working shift. There is a possibility of frequent interruptions e.g., telephone calls, other staff.
- 9.5 There may be exposure to distressing information whilst typing reports / clinic letters which may contain information relating to child abuse, news of terminal illness etc. This may occur on a weekly basis.

- 9.6 Organises, prioritises and manages own time within agreed guidelines, ensuring that appropriate deadlines are met.
- 9.7 Maintains effective working relationships and communicates well with colleagues and patients.

## **10. Outline of Working Conditions**

- 10.1 The job requires frequent and prolonged use of VDU on a daily basis.

## Sherwood Forest Hospitals NHS Foundation Trust

### Person Specification

#### Post of: Patient Pathway Support

Attribute	Essential	Weighting	Desirable	Weighting	How Identified
Knowledge Requirements	Computer literate with excellent keyboard skills.		Medical terminology. Working knowledge of PAS and the NHS in general.		Application/ interview
Qualifications-Academic/Craft/Professional	Good general education including English GCSE at grade C or above (or equivalent)		European Computer Driving Licence NVQ Level II Admin		Application/ interview
Further Training					
Experience	Experience of working within an office environment.		Customer Care NHS experience		Application/ interview
Contractual Requirements	Ability to work under pressure and adhere to strict deadlines. Good team member Diplomatic and tactful.				Interview

## DEVELOPING AN NHS KSF OUTLINE FOR A POST

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NHS KSF DIMENSIONS	Needed for post?	Level for post				Notes
		1	2	3	4	
<b>CORE DIMENSIONS</b> -relates to all NHS posts						
1 Communication	Y	X				All indicators by first gateway
2 Personal and people development	Y	X				All indicators by first gateway
3 Health, safety and security	Y	X				All indicators by first gateway
4 Service improvement	Y	X				All indicators by first gateway
5 Quality	Y	X	X			All indicators level 2 by second gateway
6 Equality and diversity	Y		X			All indicators by first gateway
<b>SPECIFIC DIMENSIONS</b>						
<b>INFORMATION AND KNOWLEDGE</b>						
IK1 Information processing	Y		X			All indicators following an extensive period of induction
IK2 Information collection and analysis	Y	X				All indicators by first gateway

**Organisational Chart**



**Job Description Agreement**

Job Holder’s Signature ..... Date .....

Line Manager’s Signature ..... Date .....



