

JOB DESCRIPTION

Job No: 1876UMAf

1. Job Details

Job Title Patient Pathway Co-ordinator

Job Band 3

Reports To

Division All Divisions

Location

2. Job Purpose

The overriding purpose is to support the provision of the highest quality patient care and customer service through personal actions and continuous improvement.

To be the point of contact for patients accessing MSK services throughout their pathway of care. The post holder will work under the direction of the MSK Admin team lead and will provide expertise in the proactive management of the patient pathway from referral to discharge, ensuring the entire pathway is managed smoothly. The post holder will provide a range of administrative support services to the MSK Together Service.

To be the point of contact for patients throughout their attendance relating to their pathway of care. The post holder will ensure high levels of patient care and will ensure clinician satisfaction by being an accessible, customer focussed and knowledgeable point of contact.

To provide a consistent approach across the service, Standard Operating procedures (SOP) will describe how the functions of this role will be carried out along with the timescales that will be adhered to.

3. Role of the Department

3.1 To maintain a high standard of quality in providing support on a daily basis to the team, supporting patients, clinical staff and the service in achieving their goals.

3.2 To produce high quality patient information for the service to enable maximum use of resources and to support service level agreements and planning of future services.

3.3 To assist the MSK Service in achieving its targets by ensuring that all resources both outpatient and inpatient are fully utilised.

4. Organisational Chart

See attached

5. Key Result Areas

- 5.1 To be the main point of reference for the clinician to ensure administrative support throughout the patient's journey at the hospital working as a team with Patient Pathway Co-ordinator colleagues to ensure appropriate cover.
- 5.2 Ensure that all appointments across the patient pathway from referral to discharge are booked in line with targets/standards. Undertake validation of the RTT Patient Tracking List. Investigate and take the appropriate action where pathways are incomplete to ensure that patients are receiving timely treatment and Trust information is robust, following agreed escalation procedures. Confirm in writing, details of the agreed appointment dates, thus ensuring patients have all the information required for their outpatient visit.
- 5.3 Change and cancel Clinic appointments as appropriate and in accordance with the Trust Access Policy.
- 5.4 Liaise with Clinic Prep Clerk / Records Assistant as appropriate to ensure all case notes are available and fully prepared for the patient's attendance at Clinic.
- 5.5 Ensure all Clinics are fully reconciled in conjunction with the Clinic receptionists. All outcomes should be actioned within 24 hours in line with Trust SOP and protocols.
- 5.6 Deal with DNA's quickly and efficiently in accordance with agreed guidelines and the Trust Access Policy.
- 5.7 Co-ordinate the clerical work of the consultant. This will include:
 - audio typing
 - typing of OPD clinic letters and ward discharges
 - taking and transcription of shorthand notes
 - use of e mail and scheduler
- 5.9 Liaise with the Clinical Typist to direct and ensure all Outpatient Clinic letters, operation notes and ward discharge letters are typed in accordance with typing turnaround standards as required.
- 5.10 Liaise with clinicians- in relation to Clinic booking rules and ensure Clinics are booked in accordance with these, ensuring maximum use of all available Clinic slots therefore achieving the optimum waiting list position for the service.
- 5.11 Liaise with the service leads regarding the availability for clinical sessions. Inform team lead of any annual leave/study leave etc., taking into account the grade of clinician available, e.g. Advanced Clinical Practitioner, thus contributing towards continuity of service and best use of resources available.
- 5.12 Maintain the clinical diary and arrange appointments as requested by the use of the Trust Outlook scheduler.
- 5.13 Responsible for completeness of all case notes, ensuring prompt filing of correspondence and investigation results to support continuing patient care delegating this role to the

Records Assistant

- 5.14 Provide a patient centred and timely response to all telephone enquiries from patients. This should be done taking account of patient's rights and diversity and ensuring patients receive equal opportunity to services.
- 5.15 Ensure all mail is sorted and correspondence dealt with in a timely fashion. All mail should be date stamped with date of receipt, thus ensuring accurate data collection.
- 5.16 Update dashboard on a daily basis to ensure transparency of work load position, thus contributing towards continuity of service during times of absence.
- 5.17 Adhere to NHS Data Standards and Definitions in order to ensure service meets data quality standards.
- 5.18 Attend and contribute to Communication Cell meetings on a regular basis.
- 5.19 Carry out appraisals for Clinical Typists and Record Assistants as outlined by Senior PPC.

General Statements

- 5.20 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.
- 5.21 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.
- 5.22 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.
- 5.23 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.
- 5.24 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.
- 5.25 To undertake any other duties which may be reasonably regarded as within the nature of 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 clerical and accurate keyboard skills or RSA II or ECDL.
- 6.2 Organises, prioritises and manages own time within agreed guidelines, ensuring that appropriate deadlines are met.
- 6.3 Requires ability to analyse information for individual patients in order to alert manager where patients are being chosen for admission outside Access Policy Guidelines and may result in target breaches.
- 6.4 Requires basic understanding of clinical procedures in order to contribute towards the planning and organisation of clinics and theatre lists effectively.
- 6.5 Maintains effective working relationships and communicates well with colleagues, clinicians, senior Managers and patients. Tact and diplomacy is required around communications with clinicians regarding long wait patients.
- 6.6 Regular communication with patients regarding outpatient clinic appointments and admission dates, current health situation All this will be done in a way which ensures patients are treated equitably, and takes account of the patients' rights and diversity. Similarly it will be in a context of achieving targets. This can often be sensitive.

7. Responsibilities of the Post Holder

- 7.1 Responsible for ensuring all aspects of patient pathway in relation to Access, Booking and Choice is recorded in line with standard operating procedures and national data quality standards.
- 7.2 To provide support to the allocated Clinical Team for any day to day management of diaries and workloads
- 7.3 Responsible for own personal development and developing own portfolio.

8. Freedom to Act

- 8.1 Works within clear practices and procedures but is expected to use initiative when dealing with enquiries and making decisions in relation to waiting time targets. Manager generally available for reference.

9. Physical, Mental and Emotional Effort Required

- 9.1 On a daily basis required to sit for periods of time at a computer and this will be for a considerable part of the shift.
- 9.2 Requirement to deal with large numbers of case notes which are often stored on high shelving. Steps and trolleys are provided to assist with this and there is a requirement to stretch and climb several times a day.
- 9.3 General mental alertness is required when dealing with patients and the requirement to collect accurate associated data.

- 9.4 Occasionally there will be exposure to distressing and /or emotional circumstances when dealing with patients. Examples might relate to patients who have received bad news and are upset or who are terminally ill.
- 9.5 **Data/Records/Information Management**
- Overseeing and delivering accurate data entry, typing and checking skills
Pays attention to detail
Skilled in the use of IT/patient data systems (as listed above)
Manages and interprets data correctly to inform decision making and problem solving
- 9.6 **Communication Skills**
- Excellent communication skills
Ability to adapt communication style as required
- 9.7 **Team Working**
- Oversees Clinical Typist and Records Assistant in their work
Supports Patient Pathway Co-ordinator colleagues working as a speciality team ensuring all key tasks within the department are completed to the desired quality standard as outlined within the standard operating procedure.
- Takes responsibility for own actions, behaviours and achievement of work objectives and goals
Quality and Service Improvement
Maintains high standards and quality of work
Contributes to service improvements and is solution focused
Completes tasks on time (accurately and to a high quality)
Organising, planning and prioritising skills – meets deadlines
Follows instructions; adheres to organisational policies, protocols and procedures

10 Outline of Working Conditions

- 10.1 General office conditions, warm and light.
- 10.2 Occasionally staff will be subjected to patients who might become verbally aggressive over the telephone.

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Organisational Chart

FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST

Title of Post: Patient Pathway Coordinator

NHS KSF DIMENSIONS	Needed for post?	Level for post				
		1	2	3	4	Notes
CORE DIMENSIONS -relates to all NHS posts						
1 Communication	Y	X	X			
2 Personal and people development	Y		X			
3 Health, safety and security	Y	X				
4 Service improvement	Y	X	X			
5 Quality	Y	X	X			All indicators level 2 by first gateway
6 Equality and diversity	Y		X			
SPECIFIC DIMENSIONS						
HEALTH AND WELLBEING						
HWB1 Promotion of health and wellbeing and prevention of adverse effects to health and wellbeing						
HWB2 Assessment and care planning to meet people's health and wellbeing needs						
HWB3 Protection of health and wellbeing						
HWB4 Enablement to address health and wellbeing needs						
HWB5 Provision of care to meet health and wellbeing needs						
HWB6 Assessment and treatment planning						
HWB7 Interventions and treatments						
HWB8 Biomedical investigation and intervention						
HWB9 Equipment and devices to meet health and wellbeing needs						
HWB10 Products to meet health and wellbeing needs						

NHS KSF DIMENSIONS	Needed for post?	Level for post				
		1	2	3	4	Notes
ESTATES AND FACILITIES						
EF1 Systems, vehicles and equipment						
EF2 Environments and buildings						
EF3 Transport and logistics						
INFORMATION AND KNOWLEDGE						
IK1 Information processing	Y	X				
IK2 Information collection and analysis						
IK3 Knowledge and information resources						
GENERAL						
G1 Learning and development						
G2 Development and innovation						
G3 Procurement and commissioning						
G4 Financial Management						
G5 Services and project management						
G6 People management						
G7 Capacity and capability						
G8 Public relations and marketing						

Sherwood Forest Hospitals NHS Trust

Person Specification

Post of: Patient Pathway Coordinator

Attribute	Essential	Weighting	Desirable	Weighting	How Identified
Knowledge Requirements	<p>Computer literate, with experience of using a keyboard with a high level of accuracy.</p> <p>Knowledge of NHS or service provider in general</p> <p>Thorough knowledge of healthcare administrative systems and processes</p> <p>Knowledge of databases, spreadsheets i.e. PAS, Excel or similar applications</p> <p>Experience of using a full range of IT/Patient data systems</p> <p>Confidentiality and Data Protection</p> <p>Health and Safety</p> <p>Equality and diversity</p>		<p>Sound office clerical background providing knowledge of relevant procedures.</p> <p>Experience of using a full range of IT/Patient data systems – As applicable to speciality</p>		Competency Based/ Interview
Qualifications- Academic/ Craft/ Professional	<p>Good general education with GCSE English at grade C or above., (or equivalent).</p> <p>RSA II (or equivalent)</p>		<p>Association of Medical Secretaries, Practice Administrator & Receptionist diploma (AMSPAR)</p> <p>NVQ in Customer Care</p> <p>Institute of Health Records & Information Management Diploma (IHRIM)</p>		Competency Based/ Interview

				European Computer Driving Licence Shorthand speeds of 80wpm		
Further Training	On the job training.			Supervisory training Experience of managing health & safety issues		Competency Based/ Interview
Experience	Quality Customer Service Previous NHS knowledge and experience.			Experience of supervising staff		Competency Based/ Interview
Contractual Requirements	Regular attendance and willingness to work flexible hours as necessary					

Job Description Agreement

Job Holder's Signature Date

Line Manager's Signature Date