

Patient Pathway Co-ordinator Infectious Diseases

Department: Infectious Diseases

Division: Integrated medicine

Responsible to: Assistant Service Manager

Accountable to: Service Manager

Band: Band 4

Hours: 37.5

Location*: Ealing Hospital

*To meet the needs of the Trust's services you may be required from time to time to work at different locations to your normal place of work.

Our vision and values

Our vision is quality **at our HEART**

Quality...

Delivering quality means consistently meeting requirements and exceeding expectations.

We strive to deliver quality in everything we do – from the clinical care we provide to the employment we offer to the support services and systems that underpin our care.

And in delivering high-quality clinical care, we mean services that are safe, effective, offer a good patient experience, are timely, equitable, and sustainable.

...at our HEART

By placing quality at our heart, everything we do as an organisation should further our ability to deliver quality.

This includes the people we hire, the skills our employees develop, the behaviours we celebrate, how we think and act, the investments we make, our systems and processes, and our organisational values.

Our vision also encompasses our **HEART** values, which were shaped and developed in 2017 by more than 2,500 employees as well as many patients. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

- ♥ **Honesty:** we're truthful, we're open, and we speak up
- ♥ **Equity:** we're kind and caring, we act with fairness, and we're understanding
- ♥ **Accountability:** we're professional, we strive for excellence, and we improve
- ♥ **Respect:** we're attentive and helpful, we're appreciative, and we act with empathy
- ♥ **Teamwork:** we involve others, we support our colleagues, and we set clear goals.

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.

Our objectives

Our objectives set out how we plan to realise our vision. They offer our employees, partners and our communities clarity about what we will do.

- We will provide high-quality, timely and equitable care in a sustainable way
- We will be a high-quality employer where all our people feel they belong and are empowered to provide excellent services and grow their careers
- We will base our care on high-quality, responsive, and seamless non-clinical and administrative services
- We will build high-quality, trusted ways of working with our local people and partners so that together we can improve the health of our communities

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.

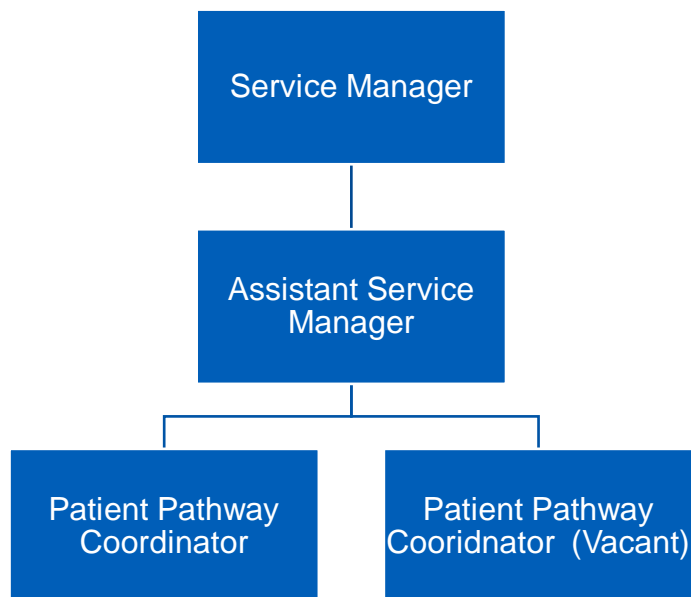
Job Summary

To provide comprehensive administration services to support all functions of the Infectious Diseases service. To deliver an effective and timely referral management and appointment booking service for referrers and to support patients and carers through the patient pathway for a range of clinical services. To support more complex pathway functions as required, with direct contact with clinical staff and other professionals within the local health economy. To co-ordinate admissions for same day elective inpatient admissions and to the Infectious Diseases Assessment Rooms (IDAR).

The post holder will be required to undertake a wide range of tasks, including effective appointment booking, accurate data entry on the relevant clinical system, scheduling elective inpatient admissions, processing of referrals, scanning, uploading and processing of clinical information, edit consultation letter and ensure the timely delivery of these to patients or clinicians, the use of electronic call handling systems where required, covering the outpatient reception when required, procuring equipment and ensuring it is in stock, follow relevant policies to ensure that all other duties are carried out to a high professional standard whilst delivering a friendly, patient-centred service.

Teamwork will be essential within this role and the postholder will be required to develop skills to be able to cover all aspects of administration. The postholder will be expected to support the clinical and management team to work together and ensure smooth delivery of the service.

Structure



Key responsibilities

Communication

- To communicate with a wide range of people, including patients, carers, GPs, clinicians, work colleagues and other professionals on a range of matters on a daily basis. This communication could be verbal, written or electronic.
- To provide an efficient appointment booking service to patients/carers with appropriate recording of information on the relevant clinical system, as per operational procedures.
- Liaise with clinical teams and clinical managers for referrals requiring clinical triage and taking appropriate action as directed upon receipt of the triage decision.
- To ensure that all telephone enquiries are handled politely and sympathetically in a professional manner, ensuring that all messages are passed on to the appropriate person in a timely and accurate way.
- To deal with incoming calls; communicating information to patients, relatives, and the general public in a calm professional manner consistent with Trust

policies and procedures, whilst presenting a positive image of the service and the Trust.

- To follow the Trust Standard Operating Procedures for a wide range of administrative tasks.
- Retrieval of voicemail messages and emails on a daily basis, ensuring appropriate redirection or escalation in a timely manner.
- To use appropriate communication methods as outlined in the operational policy, including e-mail, letter and text messaging to patients via the clinical system.
- To send discharge letters and other correspondence to patients and referrers as necessary, including onward referral to other health providers, which may include the use of digital dictation software.
- To escalate patient complaints to the Assistant Service manager if the patients issues cannot be resolved.
- Regularly inform referrers and patients of current service waiting times and escalate any issues as necessary.
- To manage challenging conversations with patients/relatives/carers as required e.g with regard to appointment cancellations.
- To support production and dissemination of information to patients e.g leaflets, information packs, photocopying, patient surveys, collection of Friends and Family Test.

Information Processing

- To review incoming referrals for data completeness and to provide feedback to referrers where data is incomplete or the referral is inappropriate and does not meet service criteria.
- To efficiently and effectively book appointments based on clinical triage outcomes or specific service criteria.

- To register patients demographic details and record referral information accurately on the Trust's clinical system, co-ordinating the movement of referrals through the patient pathway.
- To update patient demographics on the clinical system when new information is provided by patients.
- To be responsible for following standard operational procedures for the booking of appointments/visits, cancellation of appointments/visits and the rescheduling of clinics/services.
- To book interpreters and/or transport facilities for patients where required, to ensure equity of access for patients. To keep records of relevant information for audit and tracking purposes.
- To manage electronic filing systems for referrals and other information.
- To scan documents and upload information into the clinical system.
- To adhere to all Trust policies relating to Information Governance and patient confidentiality, implementing measures to safeguard information within everyday working practise.
- Collate audit information on areas of the service as required and contribute to the review/achievement of KPI targets with regards to RTT, DM01 and other national standards. Use of waiting list management.
- Ensure data quality and accuracy when using Trust clinical systems and other data capturing methods, including spreadsheets.
- Inputting clinical coding when required for diagnostic procedures in accordance with Trust and national guidelines.

Quality

- To adhere to Trust and service policies and procedures at all times.
- To ensure a high level of data quality and patient confidentiality on a daily basis.

- To bring to the attention of the Physiologists or line manager where processes are inefficient or there are other issues that need to be addressed e.g clinical capacity is not fully utilised, where there are capacity issues for services or where waiting time issues are identified.
- Provide training and mentoring to other team colleagues as required.
- Contribute the effective performance of the team, providing support to colleagues and the physiology team or Pathway Co-ordinator/Team Leader during periods of absence to ensure that the service is covered during operational hours.

Service improvement

- Involvement in system changes, service improvement and redesign projects as and when required.
- Supporting with development of remote monitoring service including managing incoming referrals, waiting lists, and general administrative duties.
- To be flexible in implementing service change, sometimes immediately

General duties

- Daily management of own workload, seeking clarification from the Assistant Service manager as required.
- To undertake any other administrative duties as requested by senior staff e.g ordering stock/equipment via e-procurement, receipt and distribution of goods deliveries, collating information for completion of positive returns/travel expense forms etc.
- Supporting the clinical team, ensuring all slots are booked as required including elective inpatient admissions and diagnostic procedures.
- Regular monitoring of generic email accounts and taking appropriate action.
- Attend regular team meetings and take minutes as necessary.

- To be familiar and comply with Trust and departmental policies, procedures, protocols and guidelines.
- To act as a responsible team member, reporting/solving problems as they arise.
- To meet Trust requirements for statutory and mandatory training.
- To participate in the annual appraisal process, undertaking any training required for the post holder to fully carry out their duties, or as identified in the Personal Development Plan (PDP).
- To contribute to the control of risk and report identified issues immediately, using the Trust Incident reporting system for any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.

Additional responsibilities

Information governance

In accordance with the Trust's privacy notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal data.

The Trust will comply with its obligations under the General Data Protection Regulation and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records, (which may, where necessary, include special category data and criminal offence data relating to your health, data held for ethnic monitoring purposes, and regarding DBS checks).

The Trust requires such personal data for personnel administration and management purposes and to comply with its obligations regarding the keeping of employee records. The privacy notice sets out the Trust's legal basis for processing your personal data. Your rights of access to this data are prescribed by law.

You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation.

You must always comply with the Trust's data protection policy, and you agree that you will only access the systems, databases or networks to which you have been given authorisation.

The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal.

You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

Information security

All staff must adhere to the requirements of the Trust's information security policy, which covers the deployment and use of all the Trust's electronic information systems (i.e. all computers, peripheral equipment, software and data). In serious cases, failure to comply with the policy may result in disciplinary action and could also result in a criminal offence.

Health and Safety at Work Act (1974)

You are required to take reasonable care for your health, safety and welfare and that of other people who may be affected by your actions or omissions. These responsibilities apply at all times whilst you are at work or on duty, and apply to all Trust premises, also whilst working in the community or on any other Trust business.

Equal opportunities and equalities legislation

It is the policy of London North West University Healthcare NHS Trust that no user of service, present or future employee or job applicant receives less favourable treatment on the grounds of their sex, perceived or actual sexual orientation, marital status, race, religion or belief, age, creed, colour, nationality, national origin, ethnic origin, or disability, or on the grounds of their association with someone in one of these groups; nor is disadvantaged by any conditions or requirements which cannot be shown to be justified.

Patient and public involvement

Section 11 of the Health and Social Care Act 2001 places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.

Risk management

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Corporate/clinical governance

It is the duty of every employee to fulfil their individual clinical governance responsibilities and their expected contribution to ensuring that the Trust complies with benchmarked standards for quality of clinical care.

Infection control and hospital-acquired infection

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's infection prevention and control policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of healthcare associated infections including MRSA. All staff have the following key responsibilities:

- staff must wash their hands or use alcohol hand rub on entry to or exit from all clinical areas and between each patient contact
- staff members have a duty to attend infection control training provided for them by the Trust
- staff members who develop an infection that may be transmissible to patients have a duty to contact occupational health.

Safeguarding children and vulnerable adults

Everyone has a personal and a professional responsibility to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns.

Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk.

The Trust's procedures must be implemented, working in partnership with the relevant authorities. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

As an employee of the Trust, you have a responsibility to ensure that:

- a) you are familiar with and adhere to the Trusts procedures and guidelines for safeguarding children and vulnerable adults
- b) you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Staff commitment to patient care

You are expected to ensure that patients' needs, experience and safety come first and to treat patients, carers, visitors, and colleagues with dignity and respect.

Health records

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy.

For further information refer to Records Management Code of Practice via gov.uk.

NHS constitution and code of conduct for managers

Staff are required to act in accordance with the legal duties and expectations relating to their responsibilities to the public, their patients and colleagues set out in section 3b of the NHS Constitution and pages 98-109 of the Handbook to the NHS Constitution. For Managerial staff, including anyone with supervisory responsibility, the core standards of conduct set out in the NHS Code of Conduct for NHS Managers (2002) or any subsequent amendments.

This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.

The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.

Person specification

Job title: Patient Pathway Co-ordinator

Division/department: Integrated Medicine/Infectious Diseases

Requirement	Essential	Desirable
Education/ qualifications	<ul style="list-style-type: none"> • Good Level of general education (to at least GCSE level or equivalent) • NVQ 3 in administration or equivalent experience 	<ul style="list-style-type: none"> • Click or tap here to enter text.
Knowledge and experience	<ul style="list-style-type: none"> • Experience in an administrative/clerical role • Experience in a patient focused or customer service role, preferably within health or social care • Computer literate with proficient use of office software including Microsoft Word and Excel • Accurate data entry and keyboard skills • Experience in maintaining and updating databases • An understanding of data protection and confidentiality and the issues around ensuring compliance in practice. • Experience of working in a team • Experience of organizing and prioritizing own workload 	<ul style="list-style-type: none"> • Knowledge and understanding of medical terminology. • Understanding of patient pathways within the NHS • Experience of using clinical systems such as Cerner • Experience with elective inpatient admissions

Requirement	Essential	Desirable
Skills, abilities and attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills, including verbal and written communication • Excellent telephone manner • Ability to deal sympathetically and sensitively as necessary to patient needs • Assertiveness skills and the confidence to deal diplomatically with a wide range of people, organisations and situations • Ability to self-motivate • Excellent attention to detail • Ability to work without supervision • Ability to work to deadlines under pressure and multitask • Flexible, with the ability to adapt to change • To work as part of a team and support colleagues • Positive friendly attitude 	<ul style="list-style-type: none"> • Click or tap here to enter text.
HEART values	<p>Demonstrate commitment to Trust HEART values: honesty, equity, accountability, respect, and teamwork.</p> <p>Demonstrate commitment to place Quality at our HEART</p>	<ul style="list-style-type: none"> • Click or tap here to enter text.

Person specifications should be kept to a maximum of 25 bullet points

Job description and person specification drafted / amended by

- Name: Diana Wrzesinska
- Designation: Assistant Service Manager
- Date: 23/04/2024

Job description and person specification agreement

Job holder's name: Diana Wrzesinska

Date: 23/04/2024

Line manager's name: Ramnik Sandhu

Date: 23/04/2024

Note: this section can be removed if not needed. Remember to delete this text before publishing.