

# Patient Pathway Co-ordinator

## Administrative Services

### Job Description and Person Specification



## About us

Under the leadership of our Chair Jacqui Smith and Matthew Trainer, our Chief Executive, we provide care for the residents of three of the most diverse London boroughs. More than half of our 7,500 strong workforce are from black, Asian and minority ethnic groups and most live in Barking and Dagenham, Havering and Redbridge. We also provide healthcare services to people in south west Essex, and specialist neurosciences services to the whole of the county.

Our services include all the major specialties of large acute hospitals, operating from two main sites - King George Hospital in Goodmayes and Queen's Hospital in Romford. We also provide outpatient services at Brentwood Community Hospital, Barking Hospital, Loxford Polyclinic and Harold Wood Polyclinic. We have two of the busiest emergency departments in London.

As we recover from Covid-19, we're proud to be leading the way nationally in reducing the time our patients wait to get the treatment they need. The pandemic provided the drive for [our teams to innovate and change](#). We are tackling the backlog in many ways including having super-clinics in the evening and weekends; using state-of-the art diagnostic equipment; and streamlining the way we work.

We carried out more than [12,000 surgeries in 2021](#) in our Covid secure 'green zone' at King George Hospital. In the same year, we completed more than 100,000 CT and MRI scans.

We know we have more work to do to improve waiting times for urgent and emergency care, and our performance against the four-hour emergency access standard remains challenged, in comparison to many other London trusts. This will be one of the many benefits of our [closer collaboration with Barts Health](#). Working with them and with all our partners across north east London, we will find a sustainable solution [to enhance patient care](#).

We are particularly proud of our regional Neurosciences Centre; Radiotherapy Centre; Hyper Acute Stroke Unit; and dedicated breast care service at King George Hospital. We're also pleased to be part of the NEL Cancer Alliance.

**OUR VISION:** TO PROVIDE OUTSTANDING HEALTHCARE  
TO OUR COMMUNITY, DELIVERED WITH PRIDE

## OUR PRIDE VALUES

PASSION

RESPONSIBILITY

INNOVATION

DRIVE

EMPOWERMENT

## Job Description

**Job title: Patient Pathway Co-ordinator (PPC)**

**Band: A & C Band 4**

**Hours of work: 37.5**

**Location: Queens Hospital / King George Hospital**

**Specialty/department: Neurosciences**

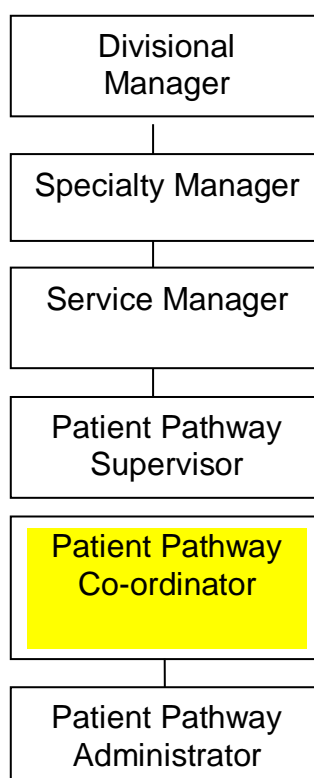
**Accountable to: Divisional Service Manager**

**Responsible to: Patient Pathway Supervisor**

### 1. Job purpose

The Patient Pathway Co-ordinator (PPC) will work within dedicated speciality Divisions to facilitate the smooth running of the patient journey by ensuring that there are co-ordinated and streamlined administrative processes that revolve around the patient and their individual needs.

#### Organisational Position (illustrative)



## **2. Relationships**

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

### **Internal Relationships**

Consultant staff and other healthcare professionals  
Co-workers  
Patient Pathway Supervisors  
Patient Pathway Administrators  
Senior Managers  
Central OPD Booking Office/Call Centre  
Reception staff  
Clinic Prep  
Health Records  
Transport  
PALs/Complaints Office  
Appropriate MDT co-ordinators  
Clinical Coding Department  
All other clinical and non-clinical departments as required

### **External Relationships**

Patients/Relatives/Carers  
General Practitioners/Surgeries  
Clinicians/staff from other Trusts/Healthcare Providers  
Nursing Homes

## **3. Job summary**

To oversee the patient journey to ensure, in conjunction with booking staff, that patients are scheduled in accordance with principles and target waiting times as set out in the NHS Constitution, taking action to expedite patient pathways where necessary.

To provide administrative support to consultant/clinical teams including the management of clinician's diaries/timetables.

## **4. Clinical / operational responsibilities**

- To act as a named point of contact for patients under the care of the specialty clinical team.
- To work as part of a multi-disciplinary team maintaining efficient systems and processes relating to the patient pathway. This includes maintaining accurate computerised and manual records, inputting data onto the trust's computer systems and ensuring that all patient records are kept up to date with any details relevant to the patient's attendance and/or admission.
- Provide advanced keyboard skills using the Trust's digital dictation system typing and printing of complex clinical correspondence, for example, but not exclusively production of clinic letters using audio, copy typing, word processing and shorthand skills (where applicable) in line with agreed timescales working independently with speed and accuracy continuously daily.

- To maintain EPRO including ensuring clinician approval for correspondence and the transfer of word documents to EPRO as appropriate.
- Ensuring outpatient referral letters are graded by the clinician and forwarded to the relevant departments. Including the use of the NHS E-Referral Service (ERS) where appropriate.
- Establish appointment priorities in conjunction with the consultant and rescheduling of appointments keeping patients / carers informed, for example, reducing / cancelling clinics at short notice and authorisation of over booking.
- When necessary, in conjunction with Medical Records ensure all patients' records are available to clinical staff as required in adherence with the Trust Medical Records Policy and Ifit system for the tracking of health records. This may include receiving discharge summaries, histology reports, obtaining results from external organisations/healthcare providers and patients' records for review by clinicians as required.
- To develop and maintain effective filing systems for the storage and prompt retrieval and accessibility of administrative and clinical correspondence, for example, clinical documents, laboratory reports, clinical guidelines, information sheets and questionnaires.
- Communicate with and support MDT Co-ordinators and cancer pathway teams where appropriate.
- Facilitate completion of prior approval/exceptional treatment forms prior to patients' attendance and/or admission in line with locally agreed Commissioning rules.
- Facilitate completion of funding requests for treatment
- To liaise with other departments/ partner organisations to coordinate and facilitate the treatment of patients. Ensure that all Inter provider transfer forms or necessary referral forms are complete and recorded at the point of transfer or receipt of referral to the partner organisation to warrant that patients are treated in accordance with 18 Week RTT target or cancer targets.
- Work collaboratively with PPC colleagues and the OPD Booking Centre to ensure there is co-ordination of appointments and hospital attendances for patients attending different specialties.
- Liaise with Clinical Teams and work closely with MDT co-ordinator colleagues to support patients on a cancer pathway where appropriate.
- Update performance workload measures daily to ensure transparency of workload,
- To liaise with the appropriate PPCs/MDT co-ordinators and other support departments (e.g. imaging, histopathology, other Trusts, etc.) in order to support the preparation of MDT meetings or other clinical meetings as directed; to ensure that all required information and clinical data (including notes, x-rays, test results etc) are available for discussion in a timely manner.
- Assist in the review of current clinic templates to reduce waiting times and non-attendance rates
- To prioritise daily tasks and ongoing workloads and complete in agreed time frames as determined by the clinical team and/or line manager.
- Obtain medical notes and liaise with clinicians for urgent queries from patients.
- To resolve any patients' complaints locally and escalate as necessary

### **Multi-disciplinary working**

- To liaise with partner organisations to support the treatment of patients. Ensure that comprehensive demographic and waiting list information is recorded and/or provided at the point of receipt of referral or transfer to the partner organisation to warrant that patients are treated in accordance with elective waiting time standards.

- As appropriate, to notify GPs via telephone, email and / or fax of attendance outcomes and diagnostic results. Liaise with clinical/diagnostic teams to ensure that all diagnostic appointments are booked within an appropriate timescale and results are available

As appropriate, liaise with other multi-disciplinary professionals regarding results to ensure that adequate action is taken to initiate treatment plans as indicated.

## 6. General

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The postholder must be aware of, and work in line with, our Trust's Safeguarding Adults and Children procedures.
- Ability to manage and prioritise workload appropriately, frequently under pressure, to have awareness of and be compliant with, performance indicators and targets required by the Trust.
- Respond to enquiries / complaints either on phone or in person to facilitate effective resolution involving appropriate team members in an empathic, polite, tactful, courteous, and professional manner ensuring these are actioned appropriately with minimum delay.
- Other tasks as required by the Patient Pathway Supervisor or Service Manager.
- Provide cover for colleagues across the Specialty/Clinical Division during periods of planned annual leave and sickness.
- Adhere to all Trust policies including Infection Control, Hygiene Code, Data Protection Act, and Uniform Policy, taking appropriate account of patients' rights and diversity, and ensuring fair access to services.
- Be proactive in the development and continuous improvement of the role, making recommendations for changes in process considering the Trust's ongoing transition and implement new procedures as appropriate
- Management and prioritisation of enquiries from patients, relatives and outside agencies in a reassuring, sensitive and tactful manner.
- To prioritise daily tasks and ongoing workloads and complete in agreed time frames as determined by the clinical team and/or line manager.
- To maintain an adequate stock of stationary supplies.
- Tag confidential waste and arrange for disposal.
- Provide relevant information to the Information team as required.
- To participate in and facilitate audits as required for the speciality(s), disseminating necessary information as requested by the clinical team and/or line manager.
- Working from other sites within the trust when necessary.
- Where a Consultant works across sites, responsibility for the co-ordination of all correspondence and effective communication of any issues that need urgent action.
- To provide day to day administrative support to clinical colleagues as required, including diary management, scheduling, and arranging internal and external meetings, arranging training and educational events.
- To undertake any other admin duties as required by clinical staff/line manager including, typing of general correspondence, production of documentation relating to teaching, Research & Development, use of internet for information gathering.

## **Training and Development**

- To undertake team training as identified and to demonstrate a commitment to the development of effective team working.
- To facilitate good team working relationships both within own clinic and the Trust.
- To undertake mandatory training within the Trust and any other training required to be able to carry out daily duties.
- Assist in providing training and support for new and temporary members of staff
- Undertake any other duties commensurate with the grade as agreed and delegated by your manager.

## **7. Personal development**

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed, and agreed. Where necessary, help and support will be provided, and development opportunities agreed in line with service provision and knowledge and skills competency framework.

## **8. Mandatory Trust responsibilities**

### **Amending the job description**

It is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder, and it is hoped that agreement can be reached to any reasonable changes.

### **Confidentiality**

The post holder must always maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with "Caldicott principles".

### **Data protection**

The Trust relies on special provisions under data protection legislation to process personal information. Personal information includes name, address, national insurance number and date of birth as well as anything else confidential or sensitive. For example, racial or ethnic origin, trade union membership, health and the commission or alleged commission of any criminal or civil offences.

The Trust's fair processing notice is on our [website](#) details what personal information the trust uses, why this is required, the lawful basis for processing (legitimate reasons for collection, storage, usage and sharing), how the Trust processes (uses, stores, retains, disposes and protects) personal information, retention periods, who we share personal information with, confirmation of your information rights and the process for reporting a complaint or concern.

The Trust will lawfully process your personal information in compliance with data protection legislation.

**Leaders' agreement**

If the post holder has leadership and/or line management responsibility, then they are responsible for demonstrating, and developing in line with, the standard of behaviour as outlined in our Trust 'Leaders' Agreement'.

**Policies and procedures**

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of our Trust's Risk Management Strategy which includes the responsibilities placed on them by the Health and Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

**Safeguarding children and vulnerable adults**

Safeguarding and promoting the welfare of children, young people and adults is central to the care provided by our Trust and the post holder must be aware of their responsibilities and work in line with our Trust's Safeguarding Adult and Children Procedures.

**Health and safety**

Under the Health & Safety at Work etc. Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts or omissions at work. This includes co-operating with management in complying with health and safety obligations, commensurate with their role, to maintain a safe environment and particularly by reporting promptly any incidents, defects, risks, or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work etc Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, others, and visitors.

**Sustainable development and our health and wellbeing**

The Trust is committed to UK Climate Change Act and NHS Sustainable Development Unit strategy to reduce its business activity related carbon emissions and its impact on the environment. Our Sustainability vision is to "continually sustain, retain and enhance the savings and culture change to meet our sustainability commitments."

All staff are required to support the Trust's Sustainability vision, which aims to minimise environmental and healthcare impacts by developing preventative approaches. This will help improve the internal and external environment, reduce impact on natural and energy resources, reduce air pollution, prevent infection, provide financial savings and improve the health and wellbeing of staff, patient and the public.

All Managers Band 7 and above are required to take appropriate responsibility in their departments. They are expected to support in raising awareness, encouraging staff on waste segregation, energy savings, promoting active and healthy modes of travel, help reduce waste and embed sustainability by completing a Sustainability Impact Assessment on their local activity and business cases.

**Infection control**

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard



Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

### **Smoke free**

Our Trust buildings and grounds became fully Smoke Free on National No Smoking Day 11th March 2015. Our Trust expects all staff to promote healthy living and to set good examples in their own behaviour. Those not ready to quit smoking must remain smoke free during working hours and will not be able to smoke in Trust uniform, in Trust grounds including car parks, while driving on Trust business or take smoking breaks. Second hand smoke causes heart and lung disease and is harmful to young children. However, disposable, or rechargeable e-cigarettes (“vaping”) may be used outside hospital buildings.

### **General**

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As our Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

### **Equal opportunities policy**

Our Trust operates in a multi-ethnic area. All members of staff are expected to consider equalities in all areas of work.

All employees are expected to abide by our Trust's equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

**Date: June 2022**

**Prepared By:** *Christine Staggs, Patient Pathway Supervisor Neurology & Stroke*

## Person Specification

Selection Criteria	Essential Criteria	Desirable Criteria	Means of Assessment
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>Minimum of 5 GCSEs or equivalent experience</li> <li>Knowledge of full range of administrative policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>ECDL</li> <li>NVQ level 3 in Business Administration or Customer Care equivalent</li> </ul>	Application
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>Experience dealing with customer complaints and customer care.</li> <li>The ability to prioritise tasks effectively</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of patient referral to treatment times; experience of monitoring patient pathways</li> <li>Audio typing experience</li> </ul>	Application /Interview
<b>Experience/Knowledge</b>	<ul style="list-style-type: none"> <li>Secretarial experience and or qualifications.</li> <li>Experience of patient administration work in a healthcare setting</li> <li>Computer literate, with experience of using a keyboard.</li> <li>Knowledge of NHS service provision including the pathway of care</li> <li>Knowledge of healthcare administrative systems and processes</li> <li>Knowledge of databases, spreadsheets e.g. PAS, Excel or similar applications</li> <li>Knowledge of confidentiality and data protection principles</li> <li>Knowledge of health and safety</li> <li>Equality and diversity</li> </ul>	<ul style="list-style-type: none"> <li>NHS experience in a similar role</li> <li>Understanding of medical terminology</li> <li>Understanding of Primary Care, GP and Community Services</li> <li>Experience of using a full range of IT/Patient administration systems</li> </ul>	Application /Interview

<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Demonstrates excellent interpersonal, verbal and written communication skills.</li> <li>• Willing to take ownership and accountability</li> <li>• Team player with collegial working style and willingness to share responsibility</li> <li>• Committed to a "Patient/Client First" philosophy</li> <li>• Able to deal very sensitively and non-confrontationally with colleagues, patients and relatives.</li> <li>• Confident to work assertively with multi-disciplinary team</li> <li>• Fast learner</li> <li>• Able to organise and manage high volume workload</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive, takes own initiative</li> <li>• Flexible, responsive approach to work.</li> <li>• </li> </ul>	Interview
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