



Job Description and Person Specification

Job Description

Job Title	Patient Access Manager
Band	6
Hours	37.5 hours per week
Department	Gastroenterology and Endoscopy
Division	Surgery
Location / Hospital Site	RSCH- UHSussex NHS Trust
Responsible to	Operational Manager
Accountable to	General Manager/Operational Manager
DBS Level	Standard
DBS Barring	Standard
DBS Workforce	Standard

Role Summary

This role is a key member of the Department's management team, working towards the achievement of key patient access targets for the Directorate for a group of designated services. Work will include:

The post holder will:

Be accountable for the delivery of high quality, effective and flexible patient access, clerical and administrative services for Gastroenterology and Endoscopy Service.

Be responsible for the line management of the Patient Access Team, including Deputy PAM, Endoscopy Supervisor and Endoscopy Bookers. This will include the allocation of work, training and development, staff appraisal and recruitment & selection

Be responsible for developing and monitoring the systems for collection, recording and use of patient demographics for use by UHSussex NHS Trust staff for the monitoring of activity against contracted/commissioned work, to apply this information to outpatient waiting list management for the service.

Manage the front-end administration and reporting for the Patient Administration System, including working with the Data Manager on national reports.

Take appropriate action related to the maintenance of the Outpatient, Inpatient waiting lists in line with UHSussex NHS Trust and national policies and guidelines.

Work in collaboration with the General Manager/Operational Manager, Deputy and Matron for Gastroenterology and Endoscopy Service in the delivery of the national waiting times for outpatient services.

The post holder will be accountable for all day-to-day issues relating to patient access management, for the designated services on behalf of the Directorate.

Key Working Relationships

The post holder's key relationships will be with:

Internal:

Directorate Management Team

Performance and Assurance Manager and Validation team
Central Information Unit, Patient Administration System (PAS) and
Electronic Patient Record Team (EPR)

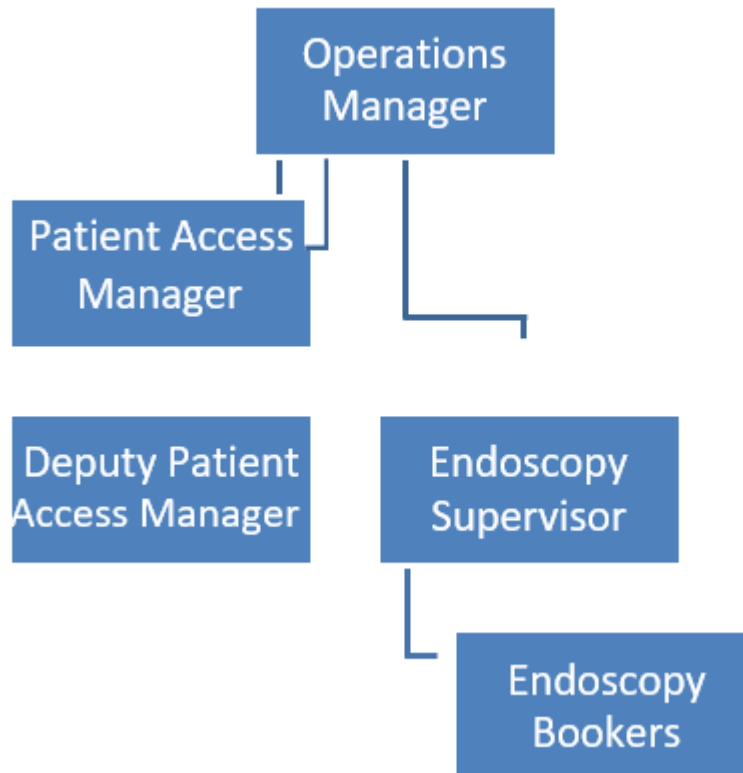
Team Members and colleagues within directorates

Centralised Administration teams via the Head of Booking and Clinical
Administration Services

Theatres, Imaging, Diagnostic and Therapy teams

External: Senior staff from outside organisations as relevant to the role, may include patients and carers, GP's and other referrers

Structure Chart



Main Duties and Responsibilities

Communication

- To communicate complex information (e.g. communicating a change to hospital policy, staff numbers etc.) to other departments within the hospital; overcoming significant barriers using a high level of interpersonal and persuasive skills.
- To act as Patient Administration System Super-User for Gastroenterology and Endoscopy Service and to attend relevant meetings and courses to discuss current and future issues associated with PAS and to implement changes to policies, procedures, upgrades and functionality in area of responsibility.
- To train administration staff/departmental staff on relevant PAS modules to ensure accurate capture of patient's demographics and ensure correct data input on the Trust's PAS system, as defined by national and local protocols.
- To attend meetings relevant to the role of Patient Access Manager.
- To attend the monthly Gastroenterology and Endoscopy Service business meetings by invitation and where necessary present a summary report on the

managed services and activity for Gastroenterology and Endoscopy Service services.

- To ensure that the notification of death procedure is followed, information is recorded on the Patient Administration System and the patient's case notes, and that the relevant people are notified.
- To take action to resolve problems occurring with the administration systems in the Outpatient, Endoscopy and Reception areas.
- To receive complaints related to the Patient Access service and act on them according to UHSussex NHS Trust policy.
- To ensure patient confidentiality is always maintained in accordance with the Data Protection Act/Caldecott, acting in accordance with UHSussex NHS Trust policies.
- To ensure staff are aware of patients' needs in relation to interpreting services, and that interpreters are booked for Outpatient appointments or admissions if necessary.

Performance and Management

- To have autonomous responsibility for providing efficient and effective patient access, for Gastroenterology and Endoscopy Service.
- To work with the General Manager/Operational Manager for Gastroenterology and Endoscopy Service and the Divisional Finance Accountant in setting the annual budget for the service areas under the post holder's direct management.
- Direct line management for the team of Patient Access staff in the provision of services for Gastroenterology and Endoscopy Service working in collaboration with a range of healthcare professionals.
- Responsible for staff recruitment, appraisal, feedback and performance management for deputy PAM's and Rota coordinators.
- Responsible for the training and development of staff working in the patient access areas.
- To ensure any administration bank/agency usage is undertaken within the budgeted establishment.

- Responsible for the equitable distribution of work to Deputy Patient Access Managers and the allocation of this workload in the event of absence.
- To ensure induction programmes for new staff covering training, orientation and necessary Trust accreditation processes are implemented and documented.
- Using specialist knowledge of information systems and of multiple specialised clinical and non-clinical areas to provide advice and guidance to General Practitioners, Consultants, patients, parents/guardians, wards, medical secretaries and allied areas of the Trust daily regarding waiting list management.
- To communicate sometimes highly sensitive, stressful and complex matters with General Practitioners, Consultants, patients, parents/guardians, medical secretaries and allied areas of UHSussex NHS Trust.
- To maintain accurate annual leave and sickness records for direct reports and act as required according to UHSussex NHS Trust policy, ensuring the provision of a consistent patient access, reception and ward administration service to the hospital.
- To manage and address any issues relating to a breach in UHSussex NHS Trust policies relating to waiting list management (both In/Day Case, Endoscopy, Diagnostic and Outpatient services).
- To undertake regular workstation assessments for the departments and areas under the post holder's direct line management ensuring that all findings and outcomes are recorded and acted on as required.
- To collect, analyse and interpret statistical performance information relevant to Gastroenterology and Endoscopy Service activity, and to provide this information to relevant interested parties (e.g. HPA).

Patient Access Services

- Responsible for the overall management of the Inpatient, and Outpatient Waiting Lists for the Gastroenterology and Endoscopy Service department. Ensuring national and local access targets are achieved.

- Lead and direct staff in the monitoring and maintenance of PTL reports (Primary Target Lists). Undertake or co-ordinate any validation as required. Collate and take action upon any potential access issues that have arisen;

negotiate with consultants to organise extra sessions, overbookings or transfers of care where appropriate.

- Responsible for the continuous review and monitoring of current waiting lists. Adhering to national and trust policies and standards. Participation in external audits (when necessary) and initiating and leading regular internal audits.
- Working with Clinical and Administration staff to ensure high-quality standards and providing appropriate training where necessary, to ensure delivery of high-quality, safe and efficient patient experience.
- Act upon and take responsibility for the missing outcome report.
- Liaise directly with consultants and other healthcare professionals to review Outpatient Clinic templates and ensure that any changes do not affect capacity and demand.
- To manage, initiate and co-ordinate changes to the outpatient clinic templates. Informing relevant members of the multidisciplinary team.
- Monitor all inpatient theatre and outpatient clinic lists to ensure that they are being fully utilised. Ensure DNAs and cancellations are actioned as per Patient Access Policy.
- Responsible for notifying Lead Clinician and General Manager/Operational Manager of any potential inpatient, or outpatient access issues. Recommending and implementing solutions to issues raised (e.g. potential breaches).
- Responsible for ensuring clinic's sessions affected by the consultant or junior doctor absence are reduced or covered to maintain access targets.
- To analyse, investigate and resolve complex queries relating to Medway (Patient Administration System).

- Responsible for the Data Quality of all Gastroenterology and Endoscopy Service Patients information entered onto PAS by the Gastroenterology and Endoscopy Service administrative staff.
- Responsible for the delivery of all patient records to the clinical coding department within the trust required deadline.

- To advise the General Manager/Operational Manager of any issues relating to waiting lists for Gastroenterology and Endoscopy Service when necessary.
- To work in collaboration with the General Manager/Operational Manager and the Divisional Business Manager in the annual capacity/demand planning for Gastroenterology and Endoscopy Service.
- To provide monthly statistical reports on the Gastroenterology and Endoscopy Service activity to the General Manager/Operational Manager.
- To ensure staff under direct line management, attend UHSussex NHS Trust Mandatory Training ensuring accurate records are maintained of all training attended by individual staff members.
- To monitor, interpret and apply national and UHSussex NHS Trust -based policies relevant to the department.
- To develop and implement service improvement policies, guidelines and procedures which will have an impact on patient access, departments and wards both internally and externally.
- To implement and manage the Medical Model System throughout the Gastroenterology and Endoscopy Service.
- Constantly review working practices in the patient access service, departments and ward areas to identify where operational improvements can be made.
- To ensure that staff under direct line management are aware of all new UHSussex NHS Trust policies and that these are adhered to.
- To develop and lead administration team meetings to ensure effective communication.
- To act as a mentor for new staff under direct line management, designing and monitoring the induction programme for the individual.

Policy and Service Development

- Inform the development and implementation of service improvement policies, strategies and procedures which may impact upon a range of services, to

ensure that the Trust meets its statutory obligations and NHS targets with respect to the Directorate area.

- Constantly review working practices in the Directorate departments to identify where operational improvements and policy changes are needed and make recommendations in response to the changing needs of the department.

Audit and Research

- Participate in research, audits and risk assessments to support the management team.
- Collect statistical information and gather research information to develop and improve quality and performance management systems as appropriate and necessary within the Directorate.

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation, we want University Hospitals Sussex to be.

Our mission and values are extremely to us, and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - Continuous improvement of our services through small steps of change
 - Constantly testing the patient pathway to see how we can develop
 - Encouraging frontline staff to lead the redesign processes
 - Equal voices for all
 - Engagement of staff is a big factor in job performance.
 - Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities. Having all our staff feel safe, supported, included, and valued will lead to better care and outcomes for our patients – our True North Objective. All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	Advanced keyboard skills. May be required to stand/walk for long periods
Emotional	Dealing with Complaints and staffing issues.
Mental	Frequent requirement for concentration with interruptions e.g Meetings, Admin Validations
Working Conditions	May be required to sit at the desk for long periods using VDU.

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	Not required for this post			
Experience/ Qualifications	Degree/Diploma in Business Administration or equivalent experience. Medical Terminology Course. Specialist knowledge and expertise of PAS. Significant experience of working in the NHS in administrative or clerical roles in a management capacity.	(AFI)	UHSussex NHS Trust budget management training qualification. ECDL Working knowledge of Surgery and NSF targets.	(AFI)

	<p>Proven experience as a manager of leading and managing diverse teams.</p> <p>Experience of inter-organisational and inter-professional working and negotiating.</p> <p>Experience of managing a budget.</p> <p>Experience of undertaking performance and development reviews</p> <p>Previous experience of leading change management and service improvement.</p> <p>Previous experience of working with the general public.</p> <p>Knowledge of the national and local policies and targets relating to patient access, waiting times, booking and choice.</p> <p>Expert knowledge of interpreting statistical data and report writing.</p> <p>Knowledge of employment practices, procedures and legislation.</p> <p>Ability to maintain accurate records relating to Human Resources.</p> <p>Knowledge of Data Protection/Caldicott Proven ability of formulating duty rotas.</p> <p>Expert knowledge of UHSussex NHS Trust Information Technology & Patient Administration Systems.</p> <p>Able to analyse, interpret and compare complex statistical data relevant to Department and to note trends and where necessary take appropriate action.</p>		<p>Knowledge of project management systems.</p> <p>Understanding of current developments within NHS.</p>	
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Skills	<p>Able to analyse, interpret and compare complex statistical data relevant to Department and to note trends and where necessary take appropriate action.</p> <p>Ability to independently assess situations and to identify necessary resources to solve problems. Excellent problem-solving skills.</p> <p>Proven track record demonstrating ability to make timely and effective decisions.</p> <p>Abstract and analyse relevant information from complex policies and procedures and translate to other staff members.</p> <p>To manage conflicting priorities on a daily basis.</p> <p>Able to define own objectives without reference to management and act on them.</p> <p>Able to prioritise and re-prioritise workloads of self and others as necessary, depending on service demands and resources.</p> <p>Ability to manage conflicting deadlines.</p> <p>Ability to plan and organise the configuration of complex scheduling and templates on PAS.</p> <p>Ability to manage a range of projects simultaneously.</p> <p>Able to exercise own initiative when dealing with complex issues within own specialist areas of competence.</p> <p>Able to plan, organise and</p>	AF/I		



	<p>formulate duty rotas.</p> <p>Excellent time management.</p> <p>Able to delegate work appropriately.</p> <p>Able to formulate and adjust plans to meet demand.</p> <p>Ability to develop standards, guidance, policies and procedures.</p> <p>Able to lead on the development of business and activity plans</p> <p>Evidence of having undertaken own development to improve understanding of equality issues.</p>	I		
<p>People Management and Development</p>	<p>Excellent written and spoken English and interpersonal/negotiating skills.</p> <p>Highly motivated and able to motivate others.</p> <p>Able to use own initiative in developing innovative solutions to problems.</p> <p>Able to communicate at all levels ranging from children, parents/guardians to medical staff and clinicians.</p> <p>Effective leadership skills with the ability to manage and direct people.</p> <p>Ability to maintain composure during times of extreme pressure.</p> <p>Able to present complex information clearly to colleagues at all levels.</p> <p>Able to influence others in area of expertise.</p> <p>Proven track record of ability to train others of varying abilities.</p>			



Equality, Diversity, and Inclusion	Evidence of having championed diversity in previous roles (as appropriate to roles	I		
Specific Requirements	<p>Lead responsibility for maintaining PAS Outpatient and Inpatient functionality for DD Services.</p> <p>Able to use a range of Microsoft products and understand their complex functions.</p> <p>Extensive knowledge and use of Specific Hospital Patient Administration Requirements Systems.</p> <p>Able to undertake basic fault diagnosis of software problems associated with PAS.</p> <p>Ability to use a computer.</p> <p>Able to use a range of support equipment to undertake role such as fax machines, photocopying, machines and printers.</p> <p>Effective leadership skills with the ability to manage and direct people.</p> <p>Experience of undertaking performance and development reviews.</p>			
Freedom to Act				