

Post title:	Patient Services Centre Administrator
Directorate/department:	Patient Services Centre
	Trust HQ
Agenda for Change band:	Band 2
Accountable to:	Patient Services Centre Team Leader
Accountable for:	n/a
Main purpose:	<ul style="list-style-type: none"> • To provide an excellent customer service to patients, relatives/carers and to external agencies. • To provide a comprehensive administration, booking and appointment service for outpatients and ensure compliance with waiting time targets. • To work in a centralised Patient Services Centre and provide cross-cover for other staff across the centre to ensure a consistent and effective administration service is maintained at all times.
Key working relationships:	<ul style="list-style-type: none"> • Patients, their relatives and carers • Patient Services Centre staff • Clinical staff • THQ and Divisional administration staff • External NHS staff
General duties:	<ul style="list-style-type: none"> • Ensure adherence to the Patient Services Centre standard operating procedures at all times, highlighting to a Team Leader any situations where this is not achievable. • Ensure that personal ESR information including annual leave is kept up to date. • Cover a range of shift patterns and sites as required by the service and its patients, which may include both early and late shifts and occasional weekend working. • Provide cross-cover for other staff across the centre to ensure a consistent and effective service is maintained at all times. • Attend any meetings relevant to the Patient Service Centre Administrator role. • General administrative duties for the department such as scanning, filing, photocopying and distribution of mail. • Register referrals and make arrangements for clinical grading. • Arrange standard outpatient appointments, using the eReferral system, confirming, cancelling and changing appointments as necessary. • Ensure patients are communicated with affectively in relation to their outpatient appointments via email, phone or letter. • Arrange transport and translation services where necessary. • Ensure appointments are in line with the Trust's access

AGENDA FOR CHANGE: JOB DESCRIPTION

	<p>policy, highlighting issues and escalating where corrective action is required where necessary.</p> <ul style="list-style-type: none"> • Process requests for clinic changes, cancellations and creations. • Courteously and efficiently receive all telephone enquiries from patients, carers and external agencies in relation to hospital admissions, appointments and general enquiries, ensuring that accurate records, both manual and electronic, are maintained and appropriate action is taken in a timely manner. • Ensure that patient phone calls are answered in accordance with Trust targets. • Deal with concerns / complaints as appropriate, immediately escalating where necessary to the appropriate Team Leader for action. • Work closely with and maintain excellent communication channels with both clinical and administrative Divisional staff. • Ensure patient packs and electronic systems are kept up to date; ensuring that information entered onto the system is in line with the Trust's data quality standards. • Utilise paper-light processes where appropriate. • Provide reception services for patients, receiving patients to the department, capturing the outcome of their appointments and making follow up arrangements where applicable. • Produce and validate reports, where relevant, from standard SOPs ie unbooked report, unoutcomed report and various validation reports. • In liaison with the Patient Pathway Co-ordinators, ensure all relevant patient notes, scans and diagnostic results are available for clinics. • Register new patients and raise new patient packs using the hospital administration system. • Participate in the induction of new Patient Service Centre Booking Administrators across the Trust, sharing knowledge and expertise of the administrative processes and functions and the role of the centre. • Attend mandatory training required for administrative staff as outlined in the Trust Mandatory Training Framework. • Be proficient in the use of all electronic systems in relation to patient data and undertake training as required if new technology / systems are introduced, to ensure competencies are maintained and efficiencies of the administrative processes are maximised. • Any other task commensurate to the role.

IMPORTANT ADDITIONAL INFORMATION RELATING TO YOUR EMPLOYMENT

Duty of care	<p>You are responsible for ensuring that the patient, family and carers are at the centre of everything you do.</p> <p>Be open, honest, and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses; to ensure that as an organisation we learn.</p> <p>You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a lack of skills, knowledge, or resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leaders must listen to others when they raise concerns and take action.</p> <p>Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop your own ability to detect and correct defects.</p>
NHS standards of business conduct and professional registration	<p>All employees must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers.</p> <p>All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.</p>
Living our values every day	<p>All staff are expected to strive to make the Trust values 'what we do' – to inspire, develop and support every one of us to live our values; every patient, every colleague, every day.</p> <p>Each post holder is expected to ensure they live the values of:</p> <ol style="list-style-type: none"> 1. Patients First 2. Always Improving 3. Working Together <p>These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff and partners in continuing to improve the experience people have using and delivering our services</p>
Health and safety:	<p>Staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare</p>
Infection prevention and decontamination of equipment:	<p>All staff are reminded of their responsibility to adhere to Trust and departmental infection prevention policies, including policies for the cleaning and decontamination of equipment, in order to protect their own health and that of other employees, visitors and patients.</p>
Child protection/safeguarding	<p>All staff providing services to patients and children are reminded of their responsibility to adhere to Trust and departmental child</p>

AGENDA FOR CHANGE: JOB DESCRIPTION

	protection and safeguarding policies including employment checks.
Confidentiality	<p>All employees of University Hospital Southampton NHS Foundation Trust are reminded of the need to treat all information, particularly clinical and management information, as confidential.</p> <p>Any employee who wilfully disregards Trust and departmental policies may be liable to serious disciplinary action including dismissal.</p> <p>This job description will be reviewed yearly as part of the annual appraisal, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.</p>
Mental Capacity Act 2005	<p>All Staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.</p>
Sustainability	<p>Staff are reminded of their responsibility to take care of the resources used whilst at work. These include careful use of energy and water; for example, ensuring unnecessary equipment is turned off when not in use. Waste needs to be segregated properly. UHS policies and strategies for sustainability should be followed whilst undertaking daily duties. We encourage staff to be involved with sustainability at work, through participation in the Green Guardians network.</p>
Last updated	18 October 2021