

**ANEURIN BEVAN UNIVERSITY HEALTH BOARD
HEAD & NECK DIRECTORATE - PATIENT SCHEDULER
JOB DESCRIPTION**

Post:	ENT Scheduler
Band:	Band 3
Base:	Block A Royal Gwent Hospital
Responsible to:	Team Leader
Accountable to:	Directorate Manager and Assistant Directorate Manager

Role Summary

The post holder will be responsible for the management of the ENT Scheduling waiting lists, PAC Partial booking systems, RTT targets and Pathway management. An up-to-date knowledge of scheduling patients will be required to enable the post holder to make, amend and cancel appointments to ensure optimum theatre utilisation. You will work closely with the scheduling Team Leader and Clinician's and will provide cross cover for the Maxillo Facial scheduler when needed.

Key Responsibilities

- Ensure cancer targets are achieved
- Ensure patients are prevented from breaching targets
- Theatre capacity is utilised and cancellations are kept to a minimum
- Inpatient and Day case waiting lists are managed appropriately
- Regular communication with the Team Leader
- All appointments are booked within internal and national targets
- Patient focused booking and direct patient booking are utilised to increase theatre utilisation and reduce DNA rates
- Ensure an efficient telephone service is maintained

Job Details:

- Co-ordinate the utilisation of theatre slots so that capacity is utilised to the maximum. Manage theatres to maintain optimum utilisation. Any under-utilisation to be reported immediately to the Team Leader
- Any cancellations are to be undertaken following the set criteria for the speciality. Attention should be given to waiting time and cancer targets. Patients must be rebooked within specified time scales. Any problems meeting this criteria, including late cancellations, should be highlighted immediately to the Team Leader
- Ensure that all appointments are booked in line with the current Policies and booking criteria.

- Monitor waiting lists & cancellations.
- Waiting lists must be run weekly and checked for accuracy in relation to rules surrounding waiting list auditing. The key elements being:
 - Partial Booking
 - Application of DNA / C N A's, cancellations etc.
 - Duplicate entries
 - Outstanding bookings
 - Application of priorities.
- Ensure that standards are met for the notification or acknowledgement of appointments and confirmation letters that are sent to patients according to set criteria and protocols.
- Deal with telephone queries from both internal and external agencies in a professional manner in accordance with Data Protection and statutory policies and procedures.
- To deal with all enquiries and complaints promptly and sympathetically, adhering to the ABUHB standard operating procedure and inform Team Leader of any problems immediately.
- Ensure that any patient demographic changes are made at the time of the call.
- Maintain good communication and liaison with other staff, wards, departments and the general public.
- Liaise with consultants as regards removing patients from the waiting lists as per protocols.
- Action CNA (Cannot attend appointment,) DNA (Did not attend for appointment) & CP (Cancel appointment completely) as per protocols.
- Record accurate complete information for all patients on relevant databases
- Clerks are responsible for covering colleagues during periods of annual leave and sickness. (Provide cross speciality cover for each other)
- All staff must have full understanding of Guide to Good Practice and Service Standards.
- To follow all protocols and standards, manual and computerised, ensuring these are undertaken accurately within agreed time scales.
- To keep abreast of current Welsh Government (WG) definitions and guidelines and Service and Financial Framework (SaFF) targets.
- Flexible to the needs of the service to ensure smooth running of the department.
- Actively participate in the duties of the department as required.

Communication

- To provide and receive complicated and sensitive information to/from patients about their appointment, give instructions and explanations clearly and concisely where barriers to communication may exist, including challenging behaviour, learning disability and recent bereavement.
- Use empathy, tact and diplomacy in dealing with staff members or patients who may be hostile, antagonistic, often when their expectations have not been met i.e. Waiting times to appointments, cancelled clinic
- Answer internal and external telephone enquiries in an efficient manner.
- Welcome visitors and new staff to the department and direct them to the appropriate member of staff.
- Escalate lack of capacity and any potential breaching patients to the Business Support Manager so that timely action can be taken
- Attend meetings as and when required

Policy & Development

- Follow department policies and procedures
- Work closely with the Business Support Manager to review working practices, identify new improved ways of working and find solutions to problems.
- Recommend changes to policies, procedures and department environment to enhance the Department's ability to provide optimum service to all patients

Training & Education

- To attend training and development opportunities relating to your role.
- To ensure all mandatory training is up-to-date

Personal & Professional Development

- Maintain up-to-date knowledge and skill levels in own area of work to ensure provision of the highest quality services
- Contribute to an effective learning environment for the training and professional development

This job framework is a guide to the duties you will be expected to perform immediately on your appointment. It is not part of your contract of employment and your duties may well be changed from time to time to meet changes in the requirements of the Health Board.

Individuals employed within the Health Board are responsible for any records they create, use, handle or dispose of and disclose. This responsibility is established at, and defined by law.

All employees working for or within the Health Board who records, handle, store or otherwise comes across information has a personal common-law duty of confidence. The Data Protection Act 1998 now places statutory restrictions on the use of personal information, including health information. All staff need to acknowledge the importance of health records and their personal responsibilities. Its security is of prime importance and serious consequences can result should a record go missing. Any disclosure of such information without permission is a disciplinary offence and may result in dismissal.