



**University Hospitals
of North Midlands**

NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

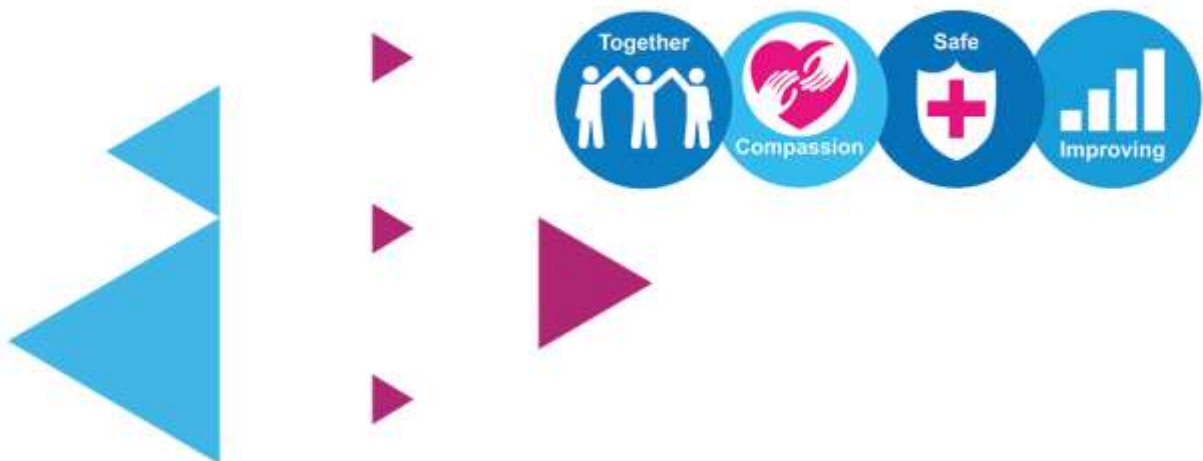
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division:	Central Functions
Job Title:	Appointments/Patient Transport Booking Clerk
Band:	Band 2
Location:	Royal Stoke Hospital
Hours of Duty:	30 hours
Managerially accountable to:	Clinic Team Leader
Professionally accountable to:	Directorate Manager
Key Relationships:	Directorate Manager, Clinicians, Clinic Managers, Outpatient Admin Services/Front of House Manager, Primary Care Trusts, General Practitioners, Practice Managers, Patients & Visitors as appropriate

Role Summary

To ensure that the patient journey from receipt of referral letter to appointment in clinic and any subsequent follow-up appointment is patient focussed, efficient and effective. Incorporating use of all the Trusts systems including: Choose and Book, Patient Administration system, Savience, iportal, Filefast and any other systems to achieve a smooth pathway for the patient alongside accurate and safe Data Quality collection.

To work in conjunction with the patient transport to arrange transport for the Trust, General Practitioners, patient and other Healthcare establishments in times of emergency.

To liaise with ambulance contracts and service users to ensure that patients travel within contract standards and communication is maintained at all times.

Most members of staff in the Trust have a responsibility for supporting the delivery of Planned Care Services, and the achievement of Cancer and RTT targets, whether in a supportive role, or in terms of providing hand-on care. Application of the national rules and guidance is critical in relation to treating patients in a timely manner and chronologically, whether by clinical priority or in terms of length of wait. As part of the administrative support structure, the post-holder is responsible for adhering to the Trust's Access Policy and Standard Operating Procedures

Key Areas/Tasks

- To undertake clerical duties, this includes providing and receiving routine information requiring tact or persuasive skills. Communicates tactfully with patients, staff about appointments or any other queries deemed necessary.

- To work as part of a customer service team in the delivery of Patient Transport Booking services in a busy and demanding call centre environment
- To plan, allocate & control additional ambulance resources as and when required.
- To ensure that any difficulties in providing transport are brought to the attention of senior staff promptly
- To develop and maintain effective interdepartmental communication links.
- Communicates with patients and their relatives who are telephoning to update their personal details and change cancel appointments
- Deals with enquiries where there may be barriers to understanding.
- Deal with all appointment queries communicating factual routine information to patients, relatives (with consent) and external and internal bodies.
- Communicates closely with Health Records to ensure referral letters are available online for clinic.
- Should have GCSE Maths and English (grade C or above), or equivalent qualifications, or have at least 1 years' experience in a customer service environment.
- Required to maintain and keep current the skill sets required for the post
- Knowledge of Trust systems, E referral (RAS), Patient administration System Savience, Somerset, iPortal
- Knowledge of Outpatient procedures and processes
- Knowledge of Hospital Departments and Clerical procedures, acquired through job training.
- Basic Keyboard skills including excel and word
- At least 1 year working in a patient environment including customer service
- The post holder will answer telephone queries from patients and relatives and will ensure all patient demographics are correct on any contact with patients.
- Resolves issues relating to appointments, or any general enquiries.
- Record information provided by the patient when rearranging or cancelling an appointment or booking into a clinic.
- Notify the appropriate clinic team administrator when there are no appointment slots available to comply with waiting time targets.
- Be responsible for ensuring that the nhs.net email account is monitored on a daily basis.
- Plan their own tasks to meet service requirements, including:
- Ensuring that all new referrals received are logged ensuring a high level of accuracy on Careflow within the required timescales as per the Access Policy.
- Receiving routine and urgent appointment queries by telephone or email. Contacting patients to cancel or bring forward their appointment as appropriate.
- Ensure any issues are escalated to the Clinic Administrator or Team leader.
- Input data onto Careflow other Trust systems and software.
- Provide non-clinical advice, information to patients and relatives
- May be responsible for first line complaints

- Follow Standard Operating Procedures where appropriate and Trust Policies as appropriate.
- Responsible for completing their mandatory training annually as required.
- Ensure their own work area is kept clean and tidy.
- Have a personal duty of care in relation to equipment, resources and maintain stock control.
- Demonstrate duties to less experienced/new staff including trainee clerical officers on rotation.
- Search for patients using Careflow to ensure the correct patient is identified and correcting patient demographics when incorrect.
- Ensure that appointments are appropriately booked on the Choose and Book, PAS/CRIS systems as appropriate and that short notice bookings are notified to health records immediately to ensure the timeliness of health record availability.
- Undertake audits as necessary to their own work, for example customer satisfaction surveys
- Works to well established procedures and supervision is close by for most activities.
- Expected to employ tact and diplomacy with all patients and staff when dealing with problems encountered and to refer to a supervisor if necessary to resolve issues beyond their capabilities.
- Will be sitting for data input for prolonged periods of time.
- Requires concentration with regular interruptions during the working day.
- May have to deal with irate patients/customers, i.e. complaints over the telephone.
- Will occasionally be exposed to emotional or distressing circumstances and referring to a supervisor when necessary.
- Will be working with a computer screen throughout a proportion of the day.
- Answer telephone queries from patients and relatives and will ensure all patient demographics are correct on any contact with patients.
- Record information provided by the patient when rearranging or cancelling an appointment
- Input data onto Careflow accurately and timely manner
- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively

- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Job Title

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none">• GCSE Maths and English at grade C or above, or equivalent qualifications• Or• Have experience in a customer service environment• NVQ in customer related/ administration or working towards this	<div>✓</div> <div>✓</div>	<div>✓</div>	
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none">• Experience of working under own supervision in a busy environment• Ability to work as part of a team• Knowledge of Word and Excel• Previous NHS experience• Repetitive accurate data input• Demonstrates how to communicate with a range of people using telephone, email or face-to-face• Has the aptitude to investigate queries, taking action if appropriate• Experience in dealing with difficult situation both face to face and by telephone• Experience working in a patient environment	<div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>	<div>✓</div>	

	<ul style="list-style-type: none"> • Customer Service Training • Conflict resolution training • Experience using a range of IT systems • Ability to realise when it is necessary to liaise with supervisors • Ability to prioritise own workload and work as part of a team • Understanding of confidentiality within the organisation • Ability to follow instructions, processes and instructions • Knowledge of the referral to treatment pathway • Occupational Health clearance to perform the duties of the role 	✓ 	✓ 	
Personal Qualities	<ul style="list-style-type: none"> • Prides oneself on maintaining a high standard of work • Professional appearance • Pleasant manner and sociable behaviour • A positive 'can do' attitude combining an enthusiastic and intelligent approach to work • Honest and trustworthy and able to maintain strict confidentiality at all times • Self-motivated/enthusiastic 	✓ 		