

JOB DESCRIPTION

POST TITLE: Lung Pathway Patient Navigator

BAND: 4

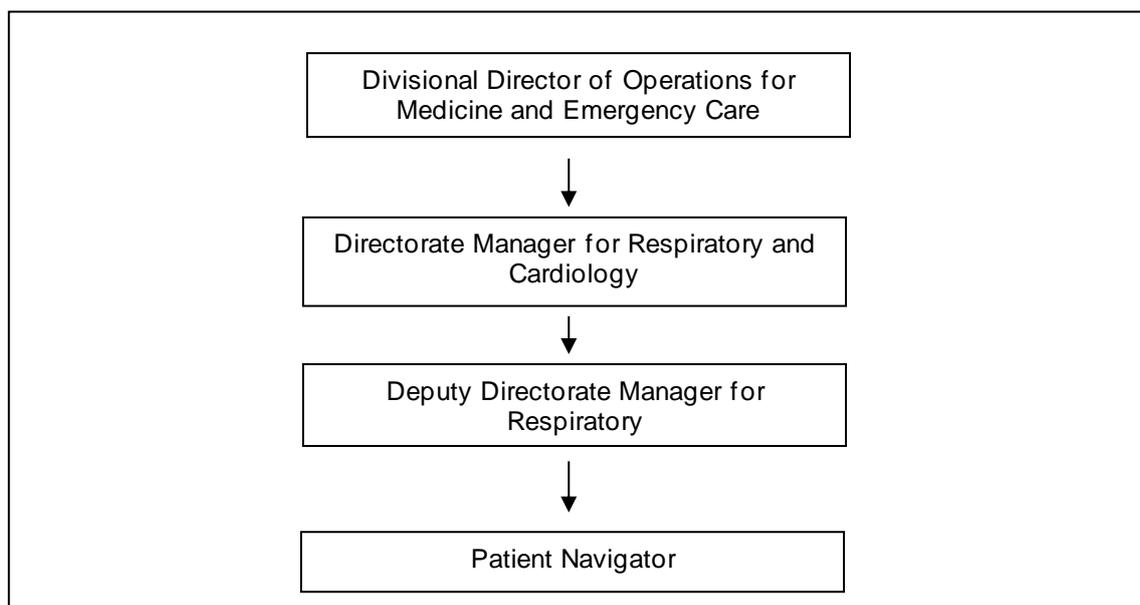
DIVISION: Medicine and Emergency Care

BASE ELHT

REPORTS TO Deputy Directorate Manager

RESPONSIBLE TO Directorate Manager for Respiratory and Cardiology

ORGANISATION CHART



JOB SUMMARY

The purpose of this role is to provide full administrative support and aid the delivery of earlier diagnosis of patients with suspected lung cancer. This will include the proactive monitoring and tracking of cancer patients, ensuring that their journey is processed in a timely and efficient manner, in line with the Cancer Waiting Times Targets including the 28 Day Faster Diagnosis Standard (FDS). The post holder will also be responsible for the monitoring of patients within the lung nodule service which has recently developed, alongside nursing and clinical colleagues. The

post holder will manage all Lung Fast Track and Lung Nodule referrals, ensuring they are appropriately triaged, and act as support to the clinicians. The post holder must ensure that all record keeping is up to date, including the Somerset Cancer Database.

The post holder will support patients and/or their carers from the initial point of referral to the communication of their diagnosis (in line with performance targets) at which point the patient is then passed to the lung cancer specialist nurses within the surgical team who will support patients and/or carers from there. They will work both directly and indirectly with patients and/or their carers to assist in coordinating their care through the hospital diagnostic journey, identifying, escalating, and managing issues that may arise, attending appointments, informing patients about diagnostic investigations, and any additional support requirements.

Additionally the post holder will be responsible for tracking patients who are placed on the lung nodule surveillance pathway, up to the point the patient is discharged. The post holder will ensure scans are requested and booked within the relevant timeframe and will be responsible for escalating issues within the pathway with clinical support where needed. They will also be responsible for flagging up urgent scan results to the clinicians and actioning any outcomes. For example, ensuring patients are added to the lung cancer MDT and/or booking follow-up outpatient appointments.

The post holder will work closely with GP's, Clinical Lead, Consultant Respiratory Physicians, Radiology, Lung Cancer Specialist Nurses, MDT Coordinators, Cancer Trackers, Booking Office, and Diagnostic and Therapy Departments to ensure patients are actively managed through the lung cancer pathway and the lung nodule service pathway appropriately and as per guidelines.

The post holder will have the opportunity to work within a friendly and dynamic team. Applicants must be organised and be able to work to their own initiative, with the ability to prioritise a competing workload. They must have a flexible approach to working practices and be able to work effectively as part of a team. The successful candidate must also have excellent word processing and IT skills, along with excellent verbal and written communication skills, with both patients and healthcare professionals. Knowledge of medical terminology is preferred but not essential. It is imperative that the post holder has a full understanding of the Cancer Waiting Time Targets, and the impact these have on both patient and trust, to educate and advise key personnel on all aspects and requirements of the Cancer targets.

Patient Pathway

1. Track and guide (virtually) the patient through the cancer pathway using the Hospital systems ensuring there are no delays which will prevent the patient achieving the cancer waiting time targets.
2. Ensure diagnostic investigations are carried out in a timely manner and the results of such are made available as soon as possible to clinicians
3. Be responsible for identifying patients coming into the Trust referred either via the 2 week wait route or other routes (at positive histology).

4. Track and guide (virtually) the patient through the hospital system ensuring there are no system delays which will prevent the patient achieving the cancer waiting time targets.
5. Be responsible for identifying and resolving delays in the patient pathway. Where this is not possible, ways forward to be discussed and agreed with the Clinical Lead and Directorate Manager.
6. Ensure the exchange of data in relation to the Cancer patient journey. Ensure all data in relation to the patient journey is supplied for input onto the Somerset Cancer Services Database.
7. Highlight any regular system bottlenecks and contribute ideas to resolve these.
8. Cross-divisional working with both Medicine & Emergency Care and Surgical teams, including the Cancer Management Team, and Service Improvement Leads to continually improve the patient journey.
9. Ensure data entry of patient details to Cancer Database.
10. Be able to identify and advise clinical teams on when adjustments can be made to the patient journey, ensuring these are documented in both the patient case notes and within the Cancer Database.
11. Support and attend weekly Patient Tracking List (PTL) meetings, which involve the Directorate Managers, Deputy Directorate Managers, MDT Co-ordinators, and Cancer Services Directorate Manager. Ensure all recommended actions are dealt with expediently and escalation procedures followed.
12. Typing up of clinic letters and annotations using the Winscribe System.
13. Add telephone clinics to Cerner EPR.
14. Organise Hot Clinic rooms and/or appointments, liaising with the relevant teams.
15. To ensure the relevant information is entered promptly and accurately onto the Somerset Cancer Register, in line with the minimum data set, meeting the requirements of the Trust's Patient Access Policy at all times.
16. To liaise with patients and establish good working relationships with other members of the team and external stakeholders.

17. Establish a process to ensure all patients move smoothly between MDTs and protocols are followed.
18. Management of medical records adhering to trust protocols.
19. To provide cover for other colleagues in their absence and support for clinic prep as required

MDT Support

1. Liaise with Consultants, medical secretaries and specialist nurses to ensure that all appropriate patients are identified and included on the MDT list for discussion at the MDT meeting, and distribute the lists within a reasonable timescale before the meeting. Include all the relevant clinical data about the patient that is required for the MDT discussion.
2. Ensure case notes, x-rays and results are available at MDT meetings. This will involve liaising closely with several departments currently undertaking parts of this work.
3. Attend each MDT meeting, recording minutes of the discussion. Following the meeting, provide the core MDT members with the minutes and actions required.
4. Ensure that any investigations and treatments and any actions from the MDT are booked in a timely manner, avoiding any delay in this process.
5. Maintain an attendance register and updated list of MDT membership.
6. Schedule future dates for MDT meetings and ensure a suitable venue is booked on an annual basis. Send out agendas and dates to the appropriate MDT members.
7. Provide Consultants and MDT members with dates of when patients should be treated by, to adhere to the Cancer Waiting Times 31 day and 62 day treatment targets as well as the new Day 28 faster diagnosis standard.

Additional Duties

Support the Cancer Services with the Quality Surveillance Programme and other quality improvement processes within Cancer Services by providing MDT cancer information.

Provide cover for absent colleagues to ensure the smooth running of the service.

Attend Local & National cancer services events to develop own knowledge; share in best practice and to ensure the Trust is fully informed of local and national initiatives.

General administrative duties to support the departments.

PROFESSIONAL RESPONSIBILITIES

The post holder is required to adhere to all Trust Policies and Procedures.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder.

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust’s Vision “*to be a great Trust providing the best possible healthcare to the people of East Lancashire*”:-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust’s vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry our activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION

JOB TITLE: PATIENT NAVIGATOR FOR LUNG PATHWAY

JOB REQUIREMENT	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
ATTAINMENTS Experience	Collecting and recording of data/information, text and/or numerical on an electronic database. Proven administrative experience.	Previous experience either Primary/Secondary NHS Care. Data analysis and report writing. Familiar with medical terminology.	Application, interview & references
Qualifications	GCSE English and Maths at Grade C (or equivalent level of skill). IT Skills High standard of accuracy.	Word processing RSA III or equivalent.	Application, interview & references
Work Skills	Confident engage with members of a multi-disciplinary team. Effective listening skills.	Familiar with Microsoft Office, particularly Excel spread sheets	Application, interview & references
KNOWLEDGE	Understand confidentiality, accountability.	Understand Cancer Wait Targets. Knowledge of basic cancer care. Understand Data Protection.	Application & Interview

JOB REQUIREMENT	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
SPECIAL APTITUDES	<p>Willing to adapt to the changing needs of the service.</p> <p>Ability to travel between hospital sites.</p> <p>Proven ability to work in a team and be supportive of team members.</p> <p>Ability to understand, absorb and comply with detailed procedures.</p>		<p>Application, interview & references</p>

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Sitting at a computer for long periods of time	Daily	Up to 8 hours	N/A	N/A
Carrying case notes	Daily	1 hour	Minimal	NA

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
Yes	Every shift	More than 20 mins On each occasion	

MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Data input and manipulation of reports/tracking patient records	Daily	Up to 4-8 hours
Are there any duties of an unpredictable nature?	How Often?	For How Long?
No		

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Yes	Direct / Indirect	Daily

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
No	