

JOB DESCRIPTION

JOB DETAILS	
Job Title	Patient Access Co-ordinator
Reports to	Lead Patient Access Co-ordinator
Band	Band 5
Department/Directorate	Cancer and Elective

JOB PURPOSE
The Patient Access Co-ordinator will provide a comprehensive business support function to ensure the efficient and effective operation of specific specialties as part of the Patient Access Team; this will include attending a range of local & across site meetings, maintaining information systems and the day to day supervision of work allocated to the Pathway Co-ordinators. The post holder will be responsible for ensuring patient pathways are adhered to whilst maintaining up-to-date knowledge of the patients within their PTL (Patient Tracking List) and will engage with stakeholders throughout the organisation and externally. The post holder will also be responsible for working with the Operation Managers for specific specialties in both Planned and Unscheduled Care, playing a key role to ensure adequate capacity is available, including outpatient, diagnostics and inpatient. This will include monitoring and validating data from multiple sources, covering different elements of the patient's RTT (Referral to Treatment) pathway. The post-holder will need to develop effective working relationships with a wide range of staff within divisions and work closely with Divisional/Specialty Teams, Clinicians, Access Manager and Care Director for Cancer and Elective Services. The post-holder will need an excellent understanding of EPIC and be competent with Microsoft packages such as Excel and Word.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- The delivery of 18-week RTT waiting times targets is one of the Trust's key priorities and the post holder will be responsible for managing accurate and detailed records relating to RTT pathways for a large volume of patients, to ensure accurate reporting of the Trust's PTL position and meeting trajectories. - Attend and lead on any relevant PTL and RTT related meetings where required. - Liaise effectively with Care Group Management Teams, Clinicians, and a range of off-site providers to ensure patients are cared for effectively. This will require a thorough understanding of patient pathways and excellent influencing skills. - Develop & maintain good communications and working relationships with all colleagues, liaise professionally with external stakeholders and work flexibly with other members of the Patient Access Team. - Work with the Specialty Operation Managers to structure new or revised clinics to respond to service needs and achieve RTT, Cancer, Diagnostic and other National and Local waiting targets. - Work closely with the Specialty Operation Managers around the delivery of outpatient clinics, diagnostics and inpatient lists and the extras that may be required to meet the demand. - Participate in the implementation of agreed development plans and the introduction of specific initiatives and changes to ensure the service objectives are met. - Have a broad and up to date range of knowledge so that queries can be dealt with effectively in the absence of or on behalf of other team members. - Provide a key role in the maintaining of effective and accurate patient information and records on Epic. - Monitor and report any difficulties or ineffectiveness of the electronic system, offer support and liaise with the IT services.

- Full, accurate and proper use of Epic including management of patient information.
- Work well under pressure, to tight deadlines and be capable of prioritising.
- Project a professional image of the Team, maintaining high standards of courtesy and discretion, and upholding the strictest of confidentiality at all times.

KEY WORKING RELATIONSHIPS

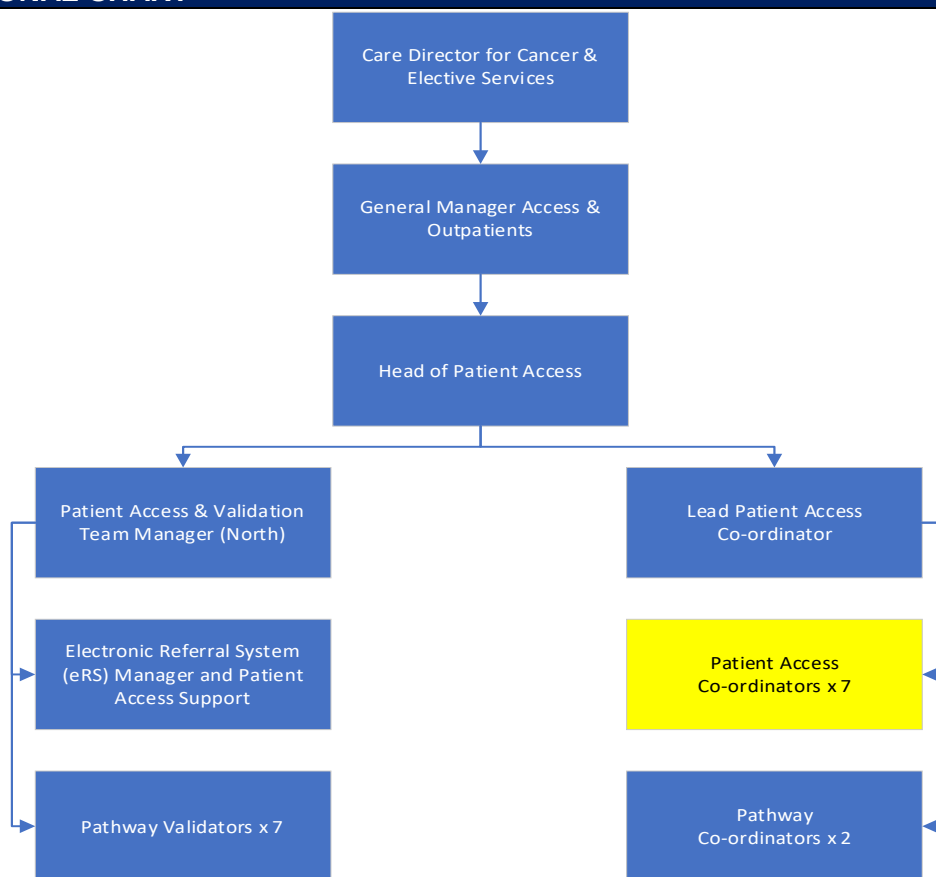
Day to day supervision of work allocated to the Pathway Co-ordinators.

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Head of Patient Access • Patient Access & Validation Team Manager (North) • Lead Patient Access Co-ordinator • Care Group Directors • Senior Operations Managers • Operational Managers • Booked Admissions • Clinical Management Centre • Divisional Management Teams/Admin Managers • Validation Team • Clinicians • Secretaries	• NHS Hospital Providers • GP Practices

ORGANISATIONAL CHART



FREEDOM TO ACT

- A high level of independence and autonomy is required by the Postholder in order to deliver specific areas of work, which often requires rapid and accurate assessments in a time critical way.
- The post holder will operate within defined Trust policies and procedures, using own initiative and seeking advice from Manager as required. Work is managed, rather than supervised.

COMMUNICATION/RELATIONSHIP SKILLS

- Lead local PTL meetings and provide updates to relevant Care Group Across Site PTL and RTT related meetings, providing subject matter expert advice.
- Make and receive telephone calls both external and internal according to Trust standards.
- Communicate effectively including discussion and written communication.
- Proactively manage email communication.
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging.
- Organise and/or support team meetings through effective communication.
- Maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations' standards of customer care.
- Provide Senior Operation Managers & Operation Managers updates of any patients identified as not having received the planned level of care or breach of targets identified as a result of validation; enabling feedback to the Patient Access Group, Data Quality Integrity Forum and Safety and Risk Committee.
- Attend relevant meetings and represent the Access/Validation Team as requested.
- Provide direct support, training and guidance Trust wide on RTT (Referral to Treatment) pathways which can at times be complex due to the variation in patient pathways.
- Reassurance skills required due to barriers to understanding complex patient pathways.

ANALYTICAL/JUDGEMENTAL SKILLS

- Manage and prioritise all incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets are met.
- Use judgement following discussions with stakeholders and clinicians to determine the best course of action, taking in account patient's personal circumstances and reviewing facts to determine best outcome.
- In the absence of the line manager, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.
- Analyse, interpret, exercise judgement and amend 18-week RTT pathways to ensure compliance with the Patient Access policy and to ensure accurate reporting of 18wk pathways in line with the Trust's RTT trajectories. This involves reviewing encounters, letters and waiting lists linked/not linked to a RTT pathway to ensure they are linked to the correct pathway to ensure the reportable RTT weeks wait is correct. Patients can have several 18wk pathways, within the same specialty, and often encounters and waiting lists are linked to the incorrect pathway which in turn can affect RTT reporting & patient care. Some pathways can be very complex and need a detailed timeline completing in assessing and analysing clinical referrals, information, letters and input from clinical teams to clarify any discrepancies before implementing the amendments and fixes required to the patient's 18wk pathway in Epic.
- Interrogate complex information reports/requests, as requested by Senior Management in order to investigate and accurately and validate patient RTT pathways.
- When validating a patient's RTT pathway the post holder will be able to correct outpatient clinic outcomes where an incorrect outcome has been recorded and feedback to clinicians offering support & training.
- Update RTT pathways where information is identified that has not been included on the pathway which may affect clock start or stop dates.
- Interpret BI reports and reports from EPIC to include PTL reports in order to plan and prioritise own workload.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will be expected to plan and organise their workload, diary & commitments to ensure that the flow of work is prioritised in order to deliver RTT, Cancer & Diagnostic targets and objectives. The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.
- This includes planning and organising weekly local PTL meetings with operational areas required for the purpose of reviewing patient pathways or training requirements. There will be a requirement to adjust plans as required based on operational requirement.
- The post holder will be expected to plan & organise complex on-going activities and undertake broad strategic longer-term planning in relation to demand & capacity. For example, analyzing the number of patients on a workqueue that need to be seen within a specified time scale against the capacity in place to achieve this. If the capacity is insufficient the post holder is required to work with their Operations manager to plan and then implement additional capacity in liaising with clinicians and support staff.
- Regularly required to provide training & advice in Access and RTT pathways to Administrative staff across the Trust.
- To participate in trust-wide training events to meet the needs of the service when required.

PATIENT/CLIENT CARE

- Communicate effectively directly with patients (primarily by telephone), as required
- There may be a requirement to speak to patients about their waiting list position, as and when required. Any requests to do so will come from the Trust's care Group Directors in order to deliver RTT targets.
- Request and review patient case notes, where required.

- The post holder will also be required to make rapid and accurate assessments of urgent/delicate situations, seeking clinical advice from clinical team where necessary, or ensuring clinical team follow up on any requirements for clinical input or advice.
- The post holder is required to put the patient, as the first priority, at the center of all activities.
- The post holder will provide non-clinical advice to patients & key stakeholders.

POLICY/SERVICE DEVELOPMENT

- Identify process improvements and propose changes to working practices. Develop projects and assignments to respond to organisational and/or policy changes and initiatives more effectively. Implement policy for own work area.
- Follow Policies and Procedures within own role and propose changes to practices and procedures in own area.
- Implement and promote learning of National and Local RTT rules to promote safe and accurate data quality and recording of patient level detail.

FINANCIAL/PHYSICAL RESOURCES

- Personal duty of care in relation to equipment and resources.

HUMAN RESOURCES

- Support new employee integration into the team.
- The Patient Access Coordinators have responsibility for the day-to-day supervision of the Pathway coordinators including allocation of work to enable service continuity.
- The post holder will provide specialist training to the team as required to ensure workforce development and succession planning opportunities are maximised.
- Identify any adjustments and training they feel are required for all Trust staff in issues relating to Access and RTT pathways and data quality in relation to this and to escalate this as appropriate.
- Co-ordinate staff to attend Local PTL meetings.
- Provide advice, training and coaching to new or less experienced employees in the team.
- The post holder will take an active part in the development review of own work suggesting areas for learning and development.
- Participate in the induction programme of new clinicians to explain RTT and why the accurate and correct outcome clinic appointments is crucial in-patient care and delivering RTT.

INFORMATION RESOURCES

- Use of IT skills required for EPIC and any other hospital systems, and Microsoft applications such as Excel.
- Required to use a range of IT systems, including EPIC, to create reports, which are then used to run PTL meetings.
- Recording own information, entering data and updating EPIC to ensure complex patient pathways are accurately monitored and tracked through the use of Dashboards, Reports and BI reporting.
- To provide support to Senior Operation Managers and Operation managers in identifying, reporting and resolving complex data issues in order to achieve a high standard of quality data collection to support completeness of RTT.
- Receive & respond to ad hoc requests from Senior Management relating to complex data validation for other national and local targets.
- Use the exporting functionality on Epic to provide and create specific patient data reports for analysis in particular to demand and capacity, as required.
- Use excel to create and work on complex spreadsheets, analysing data to present evidence to improve patient pathways following extensive validation, as required.
- Provide statistical analysis using the reporting systems and develop reporting tools, as required.
- Regularly required to source and gather information to produce reports, briefings and papers for meetings and key stakeholders, ensuring that any actions are followed.

RESEARCH AND DEVELOPMENT

- Undertake surveys and audits necessary to own work.

PHYSICAL SKILLS

- The post holder will require advanced keyboard use in order to effectively use multiple complex IT systems at once.

PHYSICAL EFFORT

- A combination of sitting, standing and walking, however, due to IT and telephone usage they will be sitting, with the freedom to get up and move around as and when required.

MENTAL EFFORT

- There is a frequent requirement for concentration and attention to detail when analyzing and validating RTT patient pathways.
- Unpredictable work pattern with frequent interruptions from operation management to support ever changing trajectory/targets and short notice changes to outpatient clinics and theatre lists, requiring immediate action.

EMOTIONAL EFFORT

- Occasional exposure to distressing or emotional circumstances/images whilst reviewing clinic letters/clinical information in order to validate RTT pathways.
- To have the ability to respond to concerns and questions in an empathetic, compassionate and supportive manner from a wide range of Trust staff and on occasion patients who may be anxious or distressed.
- The post holder should maintain confidentiality in accordance with Trust Policies.

WORKING CONDITIONS

- VDU usage for long periods of time on a daily basis.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Patient Access Co-ordinator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
- Educated to degree level or hold equivalent experience - Educated to 'A' Level standard or equivalent experience - Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English - EPIC/PAS Pathway Validator or Medical Secretary system training - ILM/CMI/NVQ Level 3 in Team Leading or equivalent experience	E E E	D D
KNOWLEDGE/SKILLS		
- Working knowledge of Microsoft Office packages – including Word, Excel, pivots and spreadsheets - Excellent communication skills, both written and verbal, particularly with patients - Able to demonstrate practical analytical skills - Ability to liaise with staff across all grades - Knowledge of outpatient and inpatient procedures across secondary care - Advanced keyboard skills with ability to use multiple systems requiring speed and accuracy - Knowledge of the Trust systems including EPIC, PAS, CDM - Knowledge of issues of working with confidential information and understanding of need for confidentiality	E E E E E E E E	
EXPERIENCE		
- Proven strong administration skills including organisation to meet deadlines - Proven experience of managing patients on RTT pathways - Experience of inputting accurate and timely data into computer systems - In depth knowledge of operational practice in an acute NHS setting - Good understanding of Referral to Treatment Waiting Times	E E E E	D
PERSONAL ATTRIBUTES		
- Frequent requirement for concentration - Enthusiastic, highly motivated and committed to delivering a service - Able to follow Trust policies and procedures - Excellent interpersonal and communication skills - Good attention to detail - Ability to work as part of a team including improving processes - Ability to work on own initiative and work unsupervised - Able to plan and organise workload	E E E E E E E E	
OTHER REQUIREMENTS		
- The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. - Ability to travel to other locations as required	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				Y
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	Y			
Mental Effort	Y				Y
Emotional Effort	Y		Y		
Working in isolation	N				
Challenging behaviour	N				