

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Head of Patient Access |
| **Reports to** | Group Manager, Surgery Division |
| **Band** | 8a |
| **Department/Directorate** | Operations Management, Surgery |

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| **JOB PURPOSE** |
| The purpose of the job is to lead in the development, implementation and maintenance of the processes and policies that relate to Patient Access, waiting list management and training of booking processes. To monitor and advise on all elective access guidance and monitor the performance for national returns and for urgent care to insure the organisation is meeting the required standards of audit of patient care.  Providing assurance to the Trust that processes are in place to enable the successful achievement of national referral to treatment targets, urgent care national audits and that the national patient choice agenda is adhered to.  This requires active engagement with clinicians, management and administrative teams to meet patient needs.  The Patient Access Manager will be based in the Operational management structure and the post will be located at Devonshire House, Barnstaple but will be required to travel to all sites within the Trust to attend various meetings or to provide training.    The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.  The post holder will be a participant and fulfil the role of Duty Manager.  The postholder will ensure they complete and maintain training for this operational role. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Build effective networks with all staff that you are required to work with whether they are clinical, managerial or administrative. * Lead, support and advice with internal planning, performance improvement and project working groups within the Trust. * Successfully deliver formal training sessions to large groups of staff in a formal training environment or in the workplace. * Successfully communicate policies, processes and current performance measures to clinicians in various clinical meetings, including the Medical Advisory Committee, Clinical Governance Day, Specialty Team meetings and Operational Board. * Successfully communicate policies, processes and current performance measures to all appropriate clinical and non-clinical staff at meetings such as the Integrated Provider Assurance Meeting (IPAM) with the CCG, Executive Meeting, Activity Performance and Delivery Group and RTT. * Represent the Trust at internal, local health community and Trust Development Agency meetings as required to facilitate the above duties. * Represent and promote a positive image of the Trust both internally and externally. |
| **KEY WORKING RELATIONSHIPS** |
| 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** | | * Director of Operations | * ICB Managers and Leads | | * Director of Nursing | * External Auditors | | * My Care Team | * Patients | | * Lead Clinicians * Contracting Team * Finance Managers * Continuous Improvement Project Leads * Other Healthcare Professionals * Operational Directorate Management Teams * Head of Information * Internal Auditors * Patient Access Coordinators * Performance Team * Booking Staff * Medical Secretaries |  | |  |  | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The postholder will be responsible for managing own workload and to work independently  Work within general policies with a need to establish interpretation.  Postholder will interpret national guidance and in relation to Patient Access policy draft policy for approval through the trusts governance process and operational board for approval |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| This post requires highly developed written and verbal communication skills in order to develop strong and effective working relationships with staff, colleagues and health community professionals at all levels, and to achieve the successful working relationships required to ensure that staff understand why they are required to follow a variety of both national and Trust processes. These are often highly complex processes which require the use of IT systems and need to be communicated to a wide range of people with various skill sets both administrative and clinical.  The post holder will be a successful and diplomatic negotiator and will be able to adapt to their audience to effectively communicate the benefits of the requirement to them.  They will be expected to be able to:   * Develop an effective communication system that enables the free flow of ideas and information. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will be required to identify data sources, then extract complex data to be analysed and interpret national guidance to be implemented. Once done this is then presented by them in a manner appropriate to the end user to demonstrate a variety of complex pieces of information and guidance to be acted upon or implemented. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will be involved in the formulation of long-term strategic plans and will lead on many initiatives and projects, a majority of which will be Trust wide, that are identified within these plans. They will be expected to plan their daily activities ensuring that they attend all necessary meetings that are either regular or adhoc occurrences and effectively manage their time to meet all requirements of the post. Failure to deliver Trust wide initiatives in the required timescale will affect staff throughout the organisation and will often have national reporting implications and/or lead to financial penalties. The post holder will be required to prioritise and re-prioritise on an on-going basis to achieve all deadlines within their role. The post holder will be expected to escalate as required to the Head of Performance if there are pressures which may result in any of the above being unachievable. |
| **PATIENT/CLIENT CARE** |
| The post holder will have limited direct contact with patients. They will, however, be required to look at patient’s information on the Trust IT systems and in patient’s medical records for the purpose of validating the information in relation to appointment/surgery booking and referral to treatment waiting times. |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder is responsible for the leading for the Northern locality, the development, maintenance, distribution and training of the Devon wide Access Policy. To achieve this they are required to research national guidance and policies in this area and then interpret the guidance to enable the above policy to be developed in accordance with national rules. The distribution and training element of this requirement will involve them to work closely with clinical and administrative staff in the service development that is often required to ensure adherence to the policy is achieved, they will act as the expert in this field. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Will be the budget holder for patient access team with delegated authority. * To take responsibility for the management of the physical and financial resources of the patient access team. The post holder will be responsible for budget setting on an annual basis and be responsible for monitoring and taking actions to maintain budget adherence. * To ensure that there is effective use of available resources, and that services are provided to the highest quality and quantity required within the resources agreed. * In conjunction with senior colleagues and peers take appropriate corrective action if resources allocated are exceeded. To quantify, monitor and resolve any cost pressures. * Deliver annual cost improvement programme. * To contribute to the identification and delivery of cost improvement and quality improvement schemes. |
| **HUMAN RESOURCES** |
| The post holder will be responsible for the line management of the Deputy Patient Access Manager, Lead Patient Access Co-ordinator, Critical Care Audit Lead and e-RS Manager. In addition they are the professional lead for the Patient Access Coordinator in relation to Patient Access policy and guidance; this is a significant factor in the role and is an on-going responsibility.  The post holder will be required to formally train all appropriate trust staff on the Access Policy, effective waiting list management and booking guidance, this is a significant factor in the role and is an on-going responsibility. These staff will comprise both administrative and clinical staff and training will need to be tailored to meet their needs. Leadership, coaching and mentoring skills will be utilised appropriately in all of the above. |
| **INFORMATION RESOURCES** |
| The post holder will work with Head of informatics/Business Intelligence to:   * The development, implementation and management of processes for tracking and reporting progress against achievement of the RTT target on a weekly/monthly basis. * The identification and dissemination of performance management information within the Trust. * Acting as one of the Trust’s authorisation points for validation of regular performance related information returns to the DH and ICB. * Ensuring that performance and compliance information audit trails are in place. * Collecting, validating and authorising data as required for regular and ad-hoc performance reports as requested within the Trust. * The on-going development of the new corporate system to measure, report and present performance achievement across all indicators that underpin achievement of Trust corporate objectives   To achieve these tasks the post holder will be required to use numerous information resources in various ways. These include:   * Data inputting * Data extraction * Data analysis and validation * Reporting/presenting information * Modifying information systems to enable the capture of additional data items   For example, to enable the successful capture of a national data item the post holder would work with the MyCare and Business Intelligence to identify options available for the current  system to capture the data and for the development of live dashboards to inform Directors and Operational teams. The post holder would then lead on this requirement with operational management teams to identify the processes required for the successful completion of the new data item. The post holder would then have the system modified and then disseminate the change throughout the organisation providing training or guidance where required to enable compliance to be achieved. |
| **RESEARCH AND DEVELOPMENT** |
| The post holder will be required to undertake benchmarking on an ad hoc basis, this may be researching processes in other Trusts, to compare our performance against others or may be an audit on compliance of a new service improvement recently implemented. If involved the post holder is likely to undertake the requirement and then present the results using an appropriate method of delivery. |
| **PHYSICAL SKILLS** |
| The post holder will occasionally be required to lift patient’s medical records for the purpose of validating patient pathways and IT equipment for the purpose of the delivery of training. |
| **PHYSICAL EFFORT** |
| The post holder will occasionally be required to lift patient’s medical records for the purpose of validating patient pathways and IT equipment for the purpose of the delivery of training. |
| **MENTAL EFFORT** |
| The post holder will need to possess the ability to concentrate for long periods of time on analysing and understanding complex data from various information sources. They will have excellent all round problem solving skills supported by a can-do attitude. In addition, they will have the ability to promote the benefits of service change and performance achievement to staff at all levels, including those who may be less receptive to the principles and objectives involved. They will be flexible in terms of hours worked. |
| **EMOTIONAL EFFORT** |
| The post holder will need to have a very high level of self-motivation, enthusiasm, flexibility and stamina, and be fully prepared to support other colleagues during periods of pressure and have the ability to deal with highly sensitive personnel issues in a compassionate and professional manner. They will have the ability to work on their own initiative, be able to cope under pressure to prioritise a demanding workload and work to tight and frequently changing deadlines constantly re-adjusting priorities as appropriate. Combined with this they will have the ability to promote the benefits of service change and performance achievement to staff at all levels, including those who may be less receptive to the principles and objectives involved. |
| **WORKING CONDITIONS** |
| There is a requirement for high levels of concentration to be sustained for long periods. They must have the ability to cope with extensive use of PC, VDU and keyboard and will be required to handle sensitive information with appropriate discretion. |
| **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 (DES) if appropriate to role. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Head of Patient Access |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Educated to Masters degree level (or equivalent).  Evidence of continuing personal development  PRINCE, alternative project management qualification or relevant experience  Service re-design tools, to include process mapping, gap analysis, capacity and demand, workforce planning. | 🗸  🗸  🗸  🗸 |  |
| **KNOWLEDGE/SKILLS**  Developed IT skills - fully proficient with MS office including excel, word and powerpoint.  Ability to use databases, internet.  Developed EPIC PAS skills  Excellent interpersonal and communication skills with proven ability to inspire and motivate others.  Degree of influencing, facilitating, negotiating and motivation skills  Will demonstrate a high level of ability to influence change without having direct management responsibility.  An excellent understanding of NHS data systems and information management processes.  Detailed knowledge and understanding of NHS performance management and contracting processes.  Able to receive and analyse highly complex and possibly sensitive information and data and translate into clear recommendations and project plans  Comprehensive understanding of tools and techniques for managing and reporting performance achievement.  Able to demonstrate fluency and clarity at all levels (both verbally and in writing)  Proven leadership skills | 🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸 | 🗸  🗸  🗸  🗸 |
| **EXPERIENCE**  Will have worked in an NHS operational management or for a minimum of 4 years.  A thorough understanding of NHS planning principles and application within the local health economy.  Knowledge and experience in the delivery of Clinical Systems Improvement  Experience of working with waiting/pending lists  Previous experience of training and of presenting complex information to groups of people | 🗸  🗸  🗸  🗸  🗸 |  |
| **PERSONAL ATTRIBUTES**  The ability to prioritise a demanding workload and work to tight and frequently changing deadlines.  A very high level of self motivation, enthusiasm, flexibility and stamina.  Fully prepared to support other colleagues during periods of pressure.  The ability to promote the benefits of service change and performance achievement to staff at all levels, including those who may be less receptive to the principles and objectives involved.  An open and assertive style.  Ability to motivate self and others  Ability to deal with situations where staff may be distressed/angry  Ability to work on own initiative for majority of the time  The ability to understand, analyse and present complex data from various information sources.  Excellent all round problem solving skills supported by a can-do attitude.  Highly developed written and verbal communication skills  Flexible in terms of hours worked.  Requirement for high levels of concentration to be sustained for long periods.  Ability to cope with extensive use of PC, VDU and keyboard.  Handling of sensitive information with appropriate discretion.  Flexible approach | 🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸 | 🗸 |
| **OTHER REQUIREMENTS**  Excellent computing/keyboard skills.  Team coaching & mentoring skills.  External visits requiring driving skills and availability of suitable transport  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | 🗸  🗸  🗸 | 🗸 |

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