



Royal Devon and Exeter  
NHS Foundation Trust

***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

JOB DETAILS	
Job Title	Patient Flow Co-ordinator
Reports to	Admin Team Leader
Band	Band 3
Department/Directorate	Emergency Department, Medicine Division

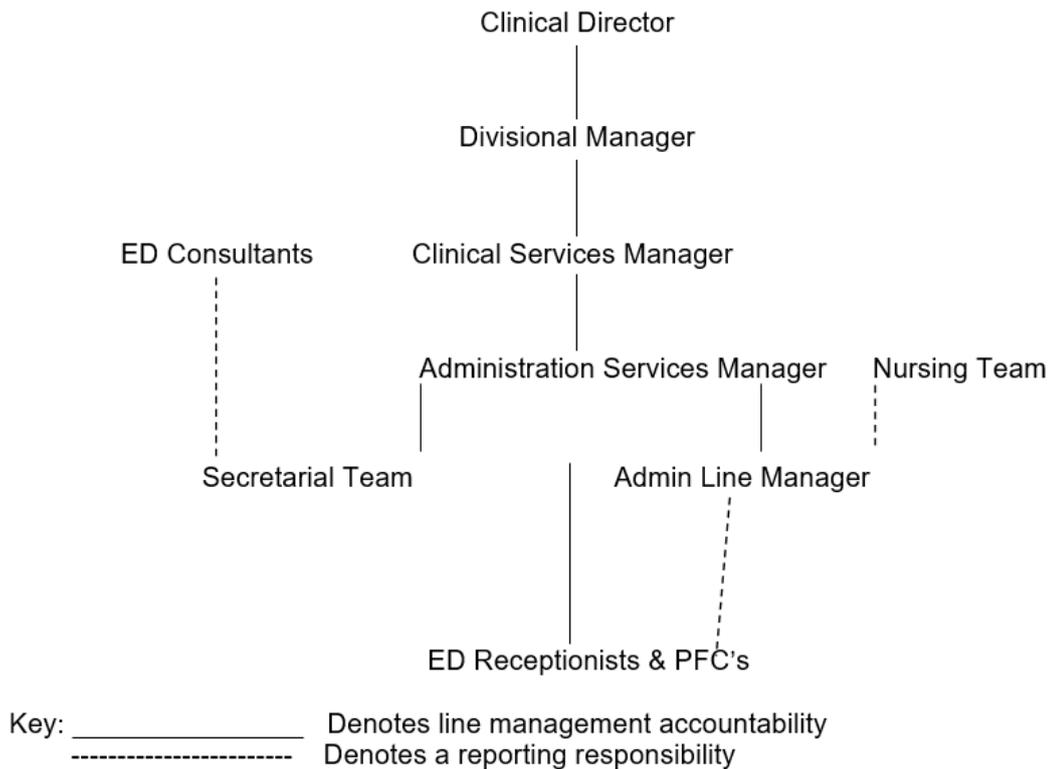
JOB PURPOSE
<p>The post holder (PFC) will work closely with the Nurse in Charge (NIC) to ensure a smooth flow of patients out of the Emergency Department . They will:</p> <ul style="list-style-type: none"> <li>• Review the number of referrals/admits to other Wards and the ambulance service (SWASFT), anticipate and escalate any issues that would cause delays in receiving patients.</li> <li>• Link with wards to confirm availability of beds noted by site management.</li> <li>• Work with the ED nursing team to ensure the transfer and/or discharge of patients occurs in a timely manner.</li> <li>• Support members of the multi-disciplinary team with patient discharge arrangements e.g. booking transport.</li> </ul>

KEY WORKING RELATIONSHIPS
<ul style="list-style-type: none"> <li>• EDNIC/Manager of the Day</li> <li>• PFC's/Receptionists</li> <li>• Site Management</li> <li>• ED NIC/Shop Floor Manager</li> <li>• AMU NIC</li> <li>• Admin Line Manager</li> <li>• Admin Team Leader</li> <li>• Cluster Manager</li> <li>• Ambulance crews</li> <li>• Doctors</li> <li>• Nurses</li> <li>• Support Workers</li> <li>• Patients</li> <li>• General public</li> </ul>

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## ORGANISATIONAL CHART



## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

### COMMUNICATION/RELATIONSHIP SKILLS

- Liaise closely with clinical staff, especially the Lead Consultant, NIC and Manager of the Day alerting them to any capacity issues and any patients referred ED who are nearing the 4 hour wait target.
- Liaise with ED and other wards to ensure that communication is timely and accurate.
- To receive telephone calls from internal staff and ensure that queries are responded to and/or answered with tact, diplomacy and sensitivity.

### ANALYTICAL/JUDGEMENTAL SKILLS

- Assess the number of referrals from ED and GPs and imminent arrivals via ambulance and escalate as appropriate.
- Provide advance warning of any potential issues that will prevent:
  - Ambulance arrivals from being handed over within agreed target times.
  - Patients being referred from ED.
- To comply with the Trust and Departmental escalation plans, ensuring that relevant senior personnel have been informed of position, and appropriate action taken.
- On instruction or using own initiative, forward plan and organise with the Site Management team, Specialties and NIC the availability of beds.

### PLANNING/ORGANISATIONAL SKILLS

- Organise, plan and actively chase any intervention the patient may need to ensure they flow through the department with minimum delay. This may involve dealing with multiple queries at any one time. Examples include:
  - Providing advance notification to staff in ED of bed availability within the Trust and ensuring patients are moved from ED in a timely manner to allow for patient arrivals both walk ins and SWASFT.
  - Updating the Support Workers' with tasks.

- Working with the Support Workers to prioritise patient moves (e.g. to radiology or wards) to maximise flow in the unit.
- Booking transport – this may be via relatives or via patient transport (according to Trust protocols) – for patients being discharged.
- Chasing X-Rays, blood results, echocardiograms or requesting specialty input.
- Inform nurses when beds become available on wards.
- Work with the NIC to deliver the plan of patient moves.

### **PHYSICAL SKILLS**

- During periods of high demand the post holder may be required to transfer patients to other wards.

### **PATIENT/CLIENT CARE**

- To be based in a front line clinical area, therefore exposed to patients who may present in a confused, aggressive, distressed or seriously ill state.
- To deal with bereaved, difficult or distressed relatives and visitors with sensitivity and tact.

### **POLICY/SERVICE DEVELOPMENT**

- To contribute to service improvement by identifying areas for improvement.
- Participate in tests of change and gather data to assess benefits of any changes.

### **FINANCIAL/PHYSICAL RESOURCES**

- Notify the Admin Team Leader when departmental stocks are running low.

### **HUMAN RESOURCES**

- Assist with on the job training of new staff when appropriate on the role of a PFC.

### **INFORMATION RESOURCES**

- Monitor information from a number of sources and systems to gain an overview of the state of the department and expected patients.
- Maintain specialty information on ASAP and update with patient arrivals and discharges.

### **RESEARCH AND DEVELOPMENT**

- Staff are encouraged to undertake surveys and audits as necessary in relation to your role/department.

### **FREEDOM TO ACT**

- Demonstrate initiative in delivering any plans agreed with NIC.
- Ensure any issues that will prevent the smooth flow of patients are escalated to the NIC.

### **OTHER RESPONSIBILITIES**

- To undertake any other duties appropriate to the grade as may be required to support patient flow.
- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.
- To contribute to and work within a safe working environment.
- The post holder is 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.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

### **THE TRUST- VISION AND VALUES**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity

Fairness,  
Inclusion & Collaboration  
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

## 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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	Y/N				Y
Heavy manual handling (>10kg)	Y/N		Y		
Driving	Y/N				
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N				Y
Mental Effort	Y/N				Y
Emotional Effort	Y/N			Y	
Working in isolation	Y/N				
Challenging behaviour	Y/N		Y		

## COMPETENCY REQUIREMENTS

To be completed for all new positions

Please tick which of these essential learnings is applicable to this role

(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	<input checked="" type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
	Group 2	<input type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
	Group 3	<input type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the nhs code of practice	<input type="checkbox"/>
	Group 4	<input type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
	Group 5	<input type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
	Group 6	<input type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	Control & Restraint Annual	<input type="checkbox"/>
		<input type="checkbox"/>		Non Clinical Staff	<input checked="" type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	Not mapped this one	Group 8	<input type="checkbox"/>	Falls, slips, trips & falls	Patients	<input type="checkbox"/>	
			Staff/Others		<input type="checkbox"/>		
Manual Handling – Two Year		<input checked="" type="checkbox"/>					
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>	Investigations of incidents, complaints and claims		<input type="checkbox"/>		
Fire	Annual	<input checked="" type="checkbox"/>	Conflict Resolution – 3 yearly		<input checked="" type="checkbox"/>		
	Two Yearly	<input type="checkbox"/>	Waterlow		<input type="checkbox"/>		
Infection Control/Hand Hygiene	Annual requirement	<input type="checkbox"/>	PUCLAS		<input type="checkbox"/>		
	One-Off requirement	<input checked="" type="checkbox"/>	Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		
Information Governance		<input checked="" type="checkbox"/>		Application principles for housekeeping	<input type="checkbox"/>		
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Application principles for portering and waste	<input type="checkbox"/>		

