JOB DESCRIPTION

NHS
Royal Devon University Healthcare
NHS Foundation Trust

JOB DETAILS	
Job Title	Failsafe Officer
Reports to	Administrative line manager
Band	Band 4
Department/Directorate	Ophthalmology/Surgical Services

JOB PURPOSE
Specific National guidance specifies the requirements placed on Failsafe to track each of our patients to ensure clinical responsibility is transferred; patients are seen and treated within nationally set timeframes, are monitored and tracked and not lost to follow-up. This data is then used to report against national Quality Assurance Standards.

The post-holder will be responsible on a day-to-day basis for undertaking the specific failsafe duties within the Hospital including liaison with consultant ophthalmologists and appointing managers.

Management and gradual reduction of general and subspecialty pending lists and liaising with clinical leads and Service Coordinators.

Management of DNAs and identify root causes with the aim of minimising DNAs. Reduction of DNA rate should be evidenced by annual audits to demonstrate effectiveness of remedial actions. |

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Monitor all patients referred by the screening service to ensure:
    a. Referral received date is recorded and each referral has the minimum data items included.
    b. Referrals are acknowledged and clinical responsibility accepted. Where this is not the case after having made reasonable efforts ensure the matter is escalated to the Failsafe Manager/Clinical Lead and the patient's GP informed.
    c. They are tracked, as per national guidance and local Policy, ensuring they are in the correct care pathway and all data is timely entered into the patient tracking system.
    d. Date of first offer of appointment is logged.
    e. Patient attendance/non-attendance/cancelation/discharge and planned follow-up appointments are investigated.
    f. For patients who attend, record examination and treatment details along with the outcome of the consultation.
    g. For patients who do not attend, check their current address details, to ensure the appointment has been sent to the correct address. Attempt contact by all available telephone numbers to speak to the patient and encourage attendance.
    h. Make contact with the Urgently referred patients (R3a) to ensure they are aware of their appointment and to encourage attendance.

2. Monitor all patients referred into the Ophthalmology service, to include Medical Retina and Glaucoma Diagnostic clinics, Macular injections, Wet AMD, Diabetic Screening and any other areas as advised by the Admin Line Manager.

3. Collect, record, analyse and report data, and to monitor progress against key performance indicators and manage interdependencies both within and outside of the Trust.

4. Assist and track long waiting patients in line with the Access Policy.

5. Support the appointing of the patient based on their referral type (Urgent, Routine) within National set timeframes including patients who require re-inviting as a result of DNA and/or cancelation by the patient. Collate and enter the details and report potential breaches to Clinical Lead for investigation and follow-up.

6. The notification of the patients GP of non-attendance or non-response and that the patient is re-invited in accordance with the DNA SOP and Access Policy.

7. Capture Certificates of Visual Impairment (CVI) data.

8. To assist the Admin Line Manager and Admins Service Manager with all aspects of data quality.

9. Review and respond to individual queries, data completeness reports, data quality reports and audits

10. Regularly review national guidelines and best practice relating to failsafe and take this into account when fulfilling the role.

11. Ensure all activity and checks specified in the Standard Operating Procedure are undertaken in a timely manner.

12. Maintain strict confidentiality in respect of clients, correspondence and communication associated with duties

Following suitable preparation, be prepared to undertake new skills/procedures, relevant to patient need and in accordance with Trust policy.

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.
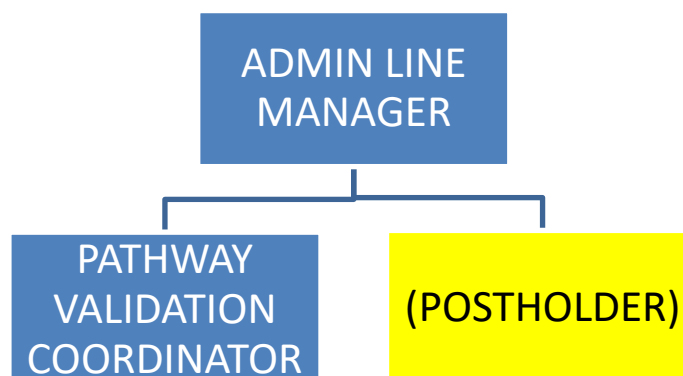This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Divisional Management Teams	• DESP Failsafe Officer
• Access Manager	
• Pathway Validation Team	
• Admin Line Manager	

- Admin Service Manager

- Cluster Support Manager

- Cluster Manager

ORGANISATIONAL CHART

```
            ┌─────────────────┐
            │   ADMIN LINE     │
            │    MANAGER       │
            └────────┬─────────┘
          ┌──────────┴──────────┐
  ┌───────────────┐     ┌───────────────┐
  │   PATHWAY     │     │               │
  │  VALIDATION   │     │ (POSTHOLDER)  │
  │ COORDINATOR   │     │               │
  └───────────────┘     └───────────────┘
```

FREEDOM TO ACT

- To plan and organise own work schedule, demonstrating good time management and ensuring anticipated difficulties in meeting deadlines are reported promptly.

- Interpret BI reports, reports from EPIC to include PTL reports and to plan and prioritise workload.

- Work is managed with minimal supervision.

- Works independently to defined policies and procedures

COMMUNICATION/RELATIONSHIP SKILLS

- To provide the Admin Line Manager, Admin Service Manager, Cluster Manager & Cluster Support Manager with updates of any patients identified as not having received the planned level of care or breach of targets identified; enabling feedback to the Patient Access Group, Data Quality Integrity Forum and Safety and Risk Committee.

- Provide and receive information requiring empathy, tact or persuasive skills. Barriers to understanding; provide and receive complex or sensitive information, exchange of information with patients and staff on a variety of different matters and procedures. Understand potential barriers with communication such as cultural or language difficulties.

- To attend relevant meetings and take minutes as requested.

- To communicate complex, sensitive, contentious information with a range of stakeholders and provide support to both clinical and administrative staff to resolve and correct patient tracking issues relating to Access and RTT. There will be complex patient pathways.

- To ensure confidentiality and security of data in accordance with organisational requirements and in line with the GDPR.

- Occasional communication with patients which could result in challenging behaviour as patients will be contacted over the telephone to discuss Outpatient attendance e.g. non-attendance at appointments.

- To become a point of contact for Ophthalmology patients throughout their hospital pathway which may require regular, ongoing communication;

ANALYTICAL/JUDGEMENTAL SKILLS

- To use own initiative to implement, analyse, interpret and apply judgement involving a range of options to complex multi patient pathways to ensure compliance with local and national guidance.

- Ability to interrogate complex information reports.

PLANNING/ORGANISATIONAL SKILLS

- To have autonomy to investigate and validate patient pathways in liaison with Divisional Management Teams, Access Support Manager and Head of Operational Performance and Information.

- To amend outpatient clinic outcomes where an incorrect outcome has been recorded.

- To update RTT pathways where information is identified that has not been included on the pathway which may affect clock start or stop dates.

- To monitor a range of multi-specialty patient pathways to ensure compliance with national 18 Week RTT and Access Policy rules and action following clinical decision.

PATIENT/CLIENT CARE

- To request and review patient case notes, where required, to establish patients have received follow up care within clinically agreed timescales and identify and escalate as appropriate.

- Patient contact is not a daily responsibility however occasional patient contact may be required via telephone.

- To be responsible for ensuring that patient pathways are correctly linked and reflect the patient journey within EPIC against other hospital systems such as CDM, Unisoft and PAS.

POLICY/SERVICE DEVELOPMENT

- Follow Access Policy and subsequent learning together with National and Local RTT rules to promote safe and accurate data quality and recording of patient level detail.

- At the request of the Information Manager, to be involved with testing new processes and systems relating to improved data collection.

FINANCIAL/PHYSICAL RESOURCES

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

HUMAN RESOURCES

- To inform the on-going adjustment and training for all Trust staff in issues relating to Access and RTT pathways and data quality in relation to this.

INFORMATION RESOURCES

- 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 Cluster Managers, Cluster Support Managers Access Support Manager in identifying, reporting and resolving complex data issues in order to achieve a high standard of quality data collection to support completeness of RTT.

- Respond to ad hoc requests relating to complex data validation for other national and local targets.

- Use of advanced IT skills required for EPIC and other hospital systems such as PAS and CDM and Microsoft applications such as Excel.

RESEARCH AND DEVELOPMENT

- Occasional requests to provide audit support to ensure data quality is maintained and to provide training to staff groups in areas of poor data quality.

PHYSICAL SKILLS

- Standard keyboard skills.

- Potential use of public transport or driving to other sites.

PHYSICAL EFFORT

- Frequently sitting at computer for long periods.

- Frequent use of telephone and headset.

- Very occasional light physical effort by moving equipment and lifting casenotes.

- To be based at the Nightingale Exeter but travel across all other Eastern sites e.g. Wonford and Heavitree monthly.

MENTAL EFFORT

- Frequent Requirement for prolonged concentration and attention to detail when reviewing and amending complex pathways for RTT. The post holder will undertake fewer duties other than concentrating for half the shifts worked or more.

EMOTIONAL EFFORT

- To undertake work involving the patient pathway which may include sensitive or complex circumstances.

- To review clinical letters on EPIC and CDM frequently resulting in exposure to emotional circumstances.

WORKING CONDITIONS

- Challenging behaviour, VDU use.

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.

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.

PERSON SPECIFICATION

Job Title	Failsafe Officer

Requirements	Essential	Desirable
QUALIFICATIONS / TRAINING		
NVQ Level 4 in administration or equivalent	E	
EPIC EPR application or equivalent to Medical Administration Level		D
Minimum GCSE (or equivalent) grade 5 or above in English and Mathematics	E	
KNOWLEDGE / SKILLS		
Working knowledge of Microsoft Office packages – including Word, Excel, pivots and spreadsheets	E	
Excellent communication skills, both written and verbal	E	
Able to demonstrate practical analytical skills	E	
Ability to liaise with staff across all grades	E	
Knowledge of outpatient and inpatient procedures across secondary care		D
Advanced keyboard skills with ability to use multiple systems requiring speed and accuracy		D
Knowledge of the Trust systems including EPIC, PAS, CDM Knowledge of issues of working with confidential information and understanding of need for confidentiality		D
EXPERIENCE		
Proven strong administration skills including organisation to meet deadlines	E	
Proven experience of managing patients on RTT pathways		D
Experience of inputting accurate and timely data into computer systems	E	
Good working knowledge of operational practice in an acute NHS setting		D
Good understanding of Referral to Treatment Waiting Times		D
PERSONAL ATTRIBUTES		
Frequent requirement for concentration	E	
Able to follow Trust policies and procedures	E	
Excellent interpersonal and communication skills	E	
Good attention to detail	E	
Ability to work as part of a team including improving processes	E	
OTHER REQUIRMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E	
Ability to travel to other Eastern Ophthalmology sites monthly.	E	
Ability to very occasionally work outside of normal office hours within usual working hours		

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
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				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				Y
Heavy manual handling (>10kg)	Y/N	Y			
Driving or public transport	Y/N		Y		
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N				
Mental Effort	Y/N				Y
Emotional Effort	Y/N				
Working in isolation	Y/N				
Challenging behaviour	Y/N		Y		