

Job Description

Title: Endoscopy Productivity Coordinator – Medicine Care Group

Band: 3

Staff Group: Admin and Clerical

Reports to: Admin Manager

Job Summary:

- Facilitate the scheduling of patients' endoscopy procedures, in line with trust and national target timeframes, so that patients receive the treatment and care they need.
- Perform regular data quality and validation duties to maintain clean data.
- Assist in the day-to-day running of the administrative and clerical functions of the Service Operations team, ensuring that exceptional customer service is at the heart of what we do.

Key Responsibilities:

Scheduling duties

- Schedule the pre-op & endoscopy procedure dates for our patients, creating, maintaining and updating the endoscopy lists in real time, which includes both inpatient and day case.
- Ensure patients are listed in chronological order unless clinical priority determines otherwise.
- Ensure that required tests/ diagnostics / examinations are scheduled within the patient's referral to treatment (RTT) timeframe.
- When booking appointments ensure that patient accessibility needs are met, i.e., ambulance transport requirements, appointment letters in bold print medication requirements.
- Ensure utilisation of endoscopy session space and identify & rectify capacity shortfalls, liaising with the Operational Support Manager to appropriately overbooking lists to mitigate against cancellations and DNAs.
- Ensure patients are added to the waiting list via the Patient Administration System (PAS), and when the patient is dated HICSS.
- Escalate to the Admin Manager issues with capacity in advance of these issues occurring, such as under-booked lists and growing demand for specific procedures.
- Change and amend HICSS templates in accordance with the scheduling template.
- Ensure that all beds are booked for inpatient elective patients, and that the information is displayed correctly on the Access Booking Chart (ABC).
- On a daily basis be the point of contact for our patients, providing them with non-clinical advice and information on a range of issues including but not limited to waiting list queries.
- Notify patients of new or changes to appointments or endoscopy dates, and any changes in their primary clinical team.

- Ensure the HICSS corresponds with the scheduling template ensuring leave requests from the clinical teams are reflected, and if any discrepancies identified to be action immediately.
- Work with the Admin Manager to suggest and implement improvements to the waiting list system, using the Delivering Excellence EveryDay (DEED) methodology.
- On a daily basis action E-Referral booking system, printing and adding patients to the waiting list in accordance to the Trust Access Policy, highlighting any issues to the Admin Manager.

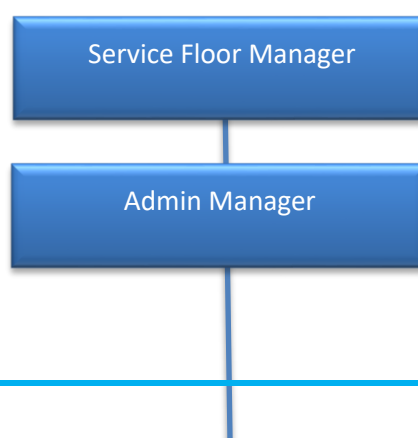
Validation duties:

- Perform daily and weekly data quality and validation checks, specifically validating the Patient Tracking List (PTL).
- Aid with the monitoring of Elective activity by helping to produce statistics for central use.

General duties

- Assist with the smooth running of the Department by, for example, liaising with Estates Department as and when required to effect repairs; arranging for stationery stock levels to be maintained and for photocopier repair/supply needs to be highlighted.
- Assist colleagues as directed by the Line Manager in times of pressure of work.
- Ensure adherence to the Trust's Policies and Procedures, specifically having a working knowledge of the Access Policy.
- Assist in the induction and training of new staff and demonstrate own activities to new / less experienced staff.
- Provide a professional and courteous service in response to telephone and in person enquiries, as required.
- Maintain good staff relations with both admin and clinical colleagues.
- Liaise with medical and nursing staff and other multi-disciplinary teams regarding patient appointments / pathways.
- Accurately record telephone messages and other enquiries and refer as appropriate.
- Maintain good patient relations and resolving any minor complaints from patients and relatives, involving the Manager/ Sister, if appropriate.
- Attend admin team / departmental meetings on a regular basis. Contribute to these meetings and build effective teamwork in exchanging views and ideas. Cascade the information from these meetings as appropriate.
- Co-operate in the introduction of new technology and new working practices to ensure the smooth running of the department.
- Review and action electronic correspondence and disseminate appropriately, including from group mailboxes.
- Organise interpreters if required to meet the needs of the patient.
- Follow up any do not attend (DNAs).

Organisational Chart



Endoscopy Productivity
Coordinator
(this post)

Person Specification

Qualifications

Essential

- Education to NVQ III or relevant equivalent experience.
- At least 5 GCSEs at grade A*-C or equivalent.

Skills and Knowledge

Essential

- The ability to work using own initiative and without supervision.
- Good communication and interpersonal skills.
- Computer & keyboard skills.
- Working knowledge of MS Office, including e-mail and Excel.
- Ability to demonstrate confidentiality and trustworthiness.
- A willingness to be flexible and to work as part of a team.
- Self-motivated.
- Excellent customer care skills.

- Ability to achieve a high level of accuracy while ensuring deadlines are met.
- Ability to deal with clinicians, general practitioners, management, staff, patients and the general public.

Desirable

- Understanding of medical terminology
- Knowledge of waiting list management systems, waiting times and outpatient booking procedures.
- Knowledge of outpatient clinic preparation and delivery.
- knowledge of a Patient Administration System.

Experience

Essential

- Experience of working in an office environment.

Desirable

- Managerial/ supervisory experience.
- Experience of working in a healthcare environment, preferably in a department providing direct patient care e.g., Surgical Outpatients/inpatient waiting list office.

- Waiting list management experience.

Working Together for Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

Job holders are required to act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: