

**Job title:** Patient Pathway Tracker

**Band:** 4

**Department:** Diabetes, Endocrinology & Respiratory

**Division:** Unplanned Care



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# Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



**Adam Sewell-Jones**  
**Chief Executive**

# Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

## **Wellbeing:**

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

## **Travel:**

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

## **Work/Life Balance:**

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

## **Financial:**

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

## **Learning and Development**

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

## **Other:**

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

# Our vision, mission, and values

## Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

## Our mission is:

Providing high-quality, compassionate care for our communities

## Our values are:

Include



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together

Respect



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change

Improve



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

# Job description

<b>Job title:</b>	Patient Pathway Tracker
<b>Band:</b>	4
<b>Department:</b>	Diabetes, Endocrinology & Respiratory
<b>Base:</b>	Lister Hospital (You may be required to work on a permanent or temporary basis elsewhere within the Trust)
<b>Responsible to:</b>	Service Corodinator

## Job summary:

The Patient Pathway Tracker will validate patient pathways from referral to treatment. Providing a high standard of administrative support and working closely with a wide range of administration, clinical and managerial staff. The post holder is responsible for providing a professional and patient focused service across Diabetes, Endocrinology and Respiratory services. Proactively ensuring patients are booked timely appointments within their pathway in order to achieve waiting time targets. Reducing any delays in the pathway and utilising short notice capacity.

## Key working relationships:

Service Coordinator  
Service Manager/ General Manager Patient  
Pathway Trackers  
Clinical Teams Medical  
Secretaries  
Outpatients Contact Centre

## Main responsibilities:

- To develop and maintain a detailed knowledge of the Trusts Access Policy and operating instructions.
- Work with the Service Coordinator to ensure waiting list targets, diagnostic and outpatient targets are achieved and maintained and DMO1 reports collated.
- Ensure that clinic slots are fully utilised, including filling short notice cancellations.
- Book patients in accordance with the National Target Waits, prioritising urgent patients as requested by the Consultants
- Assist the Service Coordinator in maintaining the integrity of the information held on the Lorenzo system by using the PTL system reports or detailing a particular report specification in order to carry out regular information quality audits for duplicate entries or missing Data Fields
- Identify potential capacity issues and calculate average waiting times
- Work in conjunction with the Service Coordinator to resolve Directorate queries raised by senior leadership in preparation for the weekly performance meetings.
- To proactively monitor where patients are in the system, monitor waiting times and ensure compliance with national waiting time targets.
- To ensure that patient waiting lists are validated in a timely manner and are accurate.
- To escalate any patients who are likely to breach their waiting target.

- To ensure clinics are booked to full capacity as per the agreed consultants/clinicians template and that patients are booked in the correct order.
- To promote and maintain effective communication.
- Liaise with relevant organisations and/or staff at the direction of the Service Coordinator as necessary.
- To resolve or facilitate the resolution of concerns and request for information from patients and their carers, G.P's NHS colleagues (internally and externally) in an appropriate and satisfactory manner.
- To liaise with internal and external providers on a regular basis and to build up good working relationships.
- To communicate in a manner that is consistent with relevant legislation, policies and procedures.
- To deal with complaints and queries as appropriate.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.



## **Supplementary job description information:**

### **Confidentiality**

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

### **Health and Safety**

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

### **Sustainable Development**

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

### **Safeguarding**

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

### **Infection Control**

You are expected to take individual responsibility to ensure working practice is safe.

### **Continuous Improvement**

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.



## Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

## Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

# Person specification

Requirements	Essential	Desirable
<b>Qualifications / Training</b>  5 GCSE or equivalent in English and Math  Excellent written and presentation skills  Computer literate  Microsoft Packages – Including Excel and Word  Database Management	X  X  X  X  X	X
<b>Previous Experience</b>  Ability to work within a multidisciplinary team environment with a varied range of staff at all levels.  Ability to prioritise workload and work to tight deadlines  Worked in the NHS or health related setting.  Ability to use patient administration systems such as Lorenzo, ICE, CRIS and Dictate	X  X  X  X	X  X
<b>Skills</b>  Excellent organisational skills  Ability to work well under pressure  Ability to work methodically and accurately  Team player  Excellent verbal, written and numerical skills  Keyboard skills  Understanding of Medical Terminology	X  X  X  X  X  X  X	X

<b>Knowledge</b>  Basic understanding of national and local RTT targets  Previous experience working with patient pathways  Knowledge of Trust Information systems	X   	  X  X
<b>Other requirements</b>  Understanding of, and commitment to, equality, diversity and inclusion  Role model our Trust values every day	X  X	