

<b>Job Title</b>	<b>Patient Administrator (PPC)</b>		
<b>Agenda for change Band</b>	3	<b>Budgetary responsibility</b>	Small payments
<b>Date Reviewed</b>	Click or tap to enter a date.	<b>Management Responsibility</b>	Trains new staff in own role
<b>Job Summary</b>			
<p>a) You will facilitate the smooth running of the patient journey in a particular clinical area by ensuring that administrative processes are co-ordinated and streamlined and revolve around the patient and their individual needs.</p>			
<b>General Duties</b>			
<ol style="list-style-type: none"> <li>1. You will be responsible for implementing all administrative processes along the patient pathway to ensure the patient's journey is managed efficiently and in accordance with targets and agreed timescales.</li> <li>2. You will utilise computerised systems to locate case note and investigation results and to ensure patient information is maintained and updated.</li> <li>3. Liaising with Private Patient Coordinators where appropriate you will ensure a seamless patient journey.</li> <li>4. You will monitor and process referral requests and ensure referral grading outcomes are logged on the appropriate patient information system escalating issues as required.</li> <li>5. Provide patient administration service for regional clinics.</li> <li>6. You will courteously and efficiently receive all enquiries ensuring that accurate records are maintained, and the appropriate action is taken in a timely manner.</li> <li>7. You will receive and process all incoming correspondence ensuring it reaches the appropriate place within the required deadlines</li> <li>8. You will be responsible for maintaining an up to date filing system ensuring the accuracy of patient case notes.</li> <li>9. You will take formal minutes or notes at meetings and distribute appropriately.</li> <li>10. You will order and maintain stationary/ materials in accordance with Trust policy.</li> <li>11. You will arrange inpatient appointments, confirming, cancelling, and changing appointments as necessary for both pre-assessment and admission</li> </ol>			

12. You will create, maintain, and make additions to waiting lists
13. You will ensure patients are communicated with effectively in relation to their appointments/admissions and that appointments are in line with the Trusts access policy, highlighting issues and taking corrective action where necessary.
14. You will process requests for clinic/ admission changes, cancellations and creations and monitor attendance at appointments rearranging further appointments as required.
15. You will provide administrative support for a number of consultants within the clinical speciality area or for the management team, including maintenance of diaries, appointments, co-ordination of leave, co-ordination of expense forms, correspondence derived from any educational / supervisory or research activity.
16. You will be required to provide cover for other Patient Administrators to ensure a consistent and effective administration service is always maintained.

### **Trust Values**

All staff are expected to strive to make the Trust values 'what we do' – to inspire, develop and support every one of us to live our values, every patient, every colleague, every day.

Each post holder is expected to ensure they live the values of:



**PATIENTS FIRST**



**WORKING TOGETHER**



**ALWAYS IMPROVING**

These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff, and partners in continuing to improve the experience people have using and delivering our services

## Person Specification

The purpose of this specification is to identify the attributes required by applicants to perform the duties in the job description. The specification will be used to shortlist applicants and to compare how well candidates match the agreed specification. It will also be used by potential candidates to understand expectations and identify how their skills, behaviours and experience will be assessed.

Skills and competencies
Ability to learn and assimilate information quickly
Communication
Delegation
Microsoft Office skills
Multitasking
Prioritisation
Time management
Working autonomously
Working under pressure

Qualifications, knowledge and experience	
Essential	Desirable
Good standard of secondary education with literacy and numeracy skills demonstrable to GCSE pass level or equivalent standard.	Knowledge of medical terminology
<p><b>Either-</b> Level 3 qualification in administration/ customer service or equivalent experience</p> <p><b>Or-</b> Vocational Level 2 qualification in administration/customer service or an equivalent level of experience.</p> <p><b>And</b> Experience as an administrator or secretary in an organisation with a customer focused environment</p> <p><b>And</b> Able to use judgement to make decisions in order to solve problems/enquiries some of which are non-routine and not straight-forward</p>	Courses / further study attended to demonstrate evidence of personal development.
Knowledge and experience of secretarial or administrative procedures	Vocational Level 3 qualification in administration/word processing/typing or an equivalent level of experience
Experience as an administrator or secretary in an organisation with a customer focused environment	Diploma level qualification or an equivalent level of experience
	Experience as a medical or patient services secretary linked to a clinical service or customer focused environment.
	Proficient in the use of all hospital computerised patient systems.
	Experience in understanding and analysing patient pathways.
	Knowledge of both local and national targets relating to RTT and cancer pathways

### **Additional Information**

This job description is designed to help post-holders understand what is expected of them in their role though, please note, it focuses upon the core requirements of the post. Other related duties within the employee's skills and abilities will be expected whenever reasonably instructed. The job description may be amended in consultation with the post-holder within the scope and general level of responsibility associated with the post. It is the post-holder's responsibility to ensure that they adhere to all Trust policies, procedures and guidelines relating to their employment, regardless of their position.

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast-moving organisation and therefore changes in employees' duties may be necessary from time to time.

### **Safeguarding**

The Trust is committed to safeguarding children, young people, and adults at risk within its care. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person, or adult at risk. The Trust will support you in this process by providing training, support, and advice. There is a Corporate Safeguarding Team who can be contacted for guidance, support, and safeguarding supervision. For children and adults, you should be aware of your responsibilities detailed in UHS policies and procedures and local safeguarding children and adult boards procedures.

### **Mental Capacity Act 2005**

All staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.

**Job Reference – IJES00940**