

## Job Description

<b>Position:</b>	<b>Receptionist, Antenatal Outpatients</b>
Division:	WACH
Responsible to:	General Manager
Responsible for:	Not applicable
Reports to:	Service Delivery Manager (SDM)
Band:	2
Salary:	£20,270 - £21,318 per annum
Location:	Crawley Hospital
Hours of work:	Full Time
Disclosure required:	Basic

### Job purpose

The job holder is responsible for providing an efficient, welcoming reception and administrative service for the Trust's antenatal outpatient areas. The role includes reception duties relating to patient verification, recording the patient on the Trust's Patient Administration System, booking patient appointments and dealing with external telephone enquiries from patients, GPs, and other associated hospitals and internal stakeholders.

Antenatal outpatient reception services are part of the Obstetrics & Gynaecology Services which is supporting the 7-day working initiative. In the future the post holder will need to be prepared to work unsociable hours to support the services including evenings and weekends. The post holder will be required to work in Crawley or Horsham to meet the needs of the services.

## Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

<p><b>Dignity and Respect:</b> we value each person as an individual and will challenge disrespectful and inappropriate behaviour.</p>	<p><b>One Team:</b> we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.</p>
<p><b>Compassion:</b> we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.</p>	<p><b>Safety and Quality:</b> we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.</p>

## Our objectives

1. **Safe** – Deliver standardised, safe, high quality care, which pursues perfection and puts SASH in the top 25% performers nationally.
2. **Effective** – As a teaching hospital, deliver effective and sustainable clinical care, which focus on outcomes, innovation and technology.
3. **Caring** – Develop the compassionate care we provide in partnership with patients, staff, families, carers and community services.
4. **Responsive** – Be the hospital of choice for our local people delivering services in response to the needs of our population.
5. **Well led** – Be a high quality employer that focuses on staff health and wellbeing and delivers patient-centred, clinically-led, efficient services.

## Key working relationships

Internal:

- General Managers
- Service Delivery Managers
- Midwives
- Gynaecology OP Sister
- Medical Secretaries
- Clinicians across all specialties
- Clinical Support Services (i.e. Pharmacy/Radiology)
- Medical Records

External:

- Patients/Carers/Members of the public
- GPs/ GP Surgeries
- Hospital Trusts

## **Main duties and key responsibilities**

1. To greet patients in a friendly, professional and approachable manner for their Outpatient appointment.
2. To register the patient for their appointment using the Trust's Patient Administration System.
3. To actively verify and amend any patient data held on the Patient Administration System in accordance with information provided by the patient.
4. Where applicable, ensure the patient's notes are fully prepared for the clinic.
5. To act as a point of contact from nursing and clinical staff on queries relating to the daily clinics held in the Outpatient Department.
6. To answer all telephone enquiries both external and internal ie. from patients, GPs, GP Surgeries, hospital Trusts and members of the public, in a polite and professional manner, dealing with the enquiry appropriately.
7. Follow Trust appointment booking processes for follow up appointments, dealing with each appointment appropriately and in accordance with the information provided by the clinician. This could include patient appointment cancellations and rescheduling.
8. To accurately book patients appointments in line with the Trust's Access Policy and in accordance with national patient waiting times and initiatives; if necessary in consultation with the Outpatient Booking Office or Medical Secretaries.
9. When required, support the cancellation of clinics on the Patient Administration System at short notice and if required, telephone patients to inform them of the cancellation and deal sensitively with any concerns or issues raised.
10. To liaise with medical records and medical secretaries where appropriate to ensure notes are available for patient clinic appointments.
11. Ensure all notes are accurately tracked back to the correct department following the patient's appointment.
12. To liaise with nursing staff in the event of any concerns involving a patient's behaviour or welfare while waiting to be seen.
13. Act as patient chaperone if requested by nursing staff.
14. To read, comply and keep up to date with all department policies and procedures.

15. To identify training requirements to a line-manager and ensure attendance at all appropriate training sessions.
16. To undertake general administrative duties as directed by departmental managers to enable the efficient running of the department and ensure the delivery of a patient centred appointment booking service.
17. To adhere to the code of confidentiality; understand the Data Protection Act; and be aware of the requirements of Health and Safety.

**This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.**

## General

### Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence for Gross Misconduct under the Trust's Disciplinary Policy, and could also result in criminal prosecution. All staff must work in accordance with the General Data Protection Regulation (GDPR) and familiarise themselves with the Trust's information governance and related policies and procedures.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

### **Safeguarding vulnerable adults, children and young people**

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

### **No Smoking Policy**

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

### **Research**

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the medical director's office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

### **Intellectual Property**

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

### **SASH+**

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SASH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.

<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Qualifications</b>		
Evidence of basic schooling/education	Minimum pass GCSE English and Mathematics or equivalent	Application, Interview, Certificates
<b>Experience</b>		
Customer service delivery  Working in a busy customer service environment Previous clerical and administration experience Telephone experience	Experience working in an Outpatient setting  Experience in the NHS	Application, Interview
<b>Knowledge, Skills and Competencies</b>		
To work effectively in a team  Excellent communication skills at all levels  Ability to prioritise workload and experience of working to deadlines  Excellent telephone manner  Sound administrative skills  Sound computer skills and knowledge of Microsoft Office	Basic IT skills  Previous knowledge of hospital computer systems  Awareness of Data Protection Act	Application and Interview

<b>Behaviours and Values</b>		
<p>Demonstrate a caring, compassionate, friendly attitude and approachable</p> <p>Able to deal with sensitive issues with tact and diplomacy</p> <p>Able to present factual information and refer questions to others where appropriate</p> <p>Experience of working as part of a team</p> <p>Committed to providing a patient centred reception and appointment service</p> <p>Ability to work in different environments according to the availability of work and the needs of the organisation</p> <p>Understands the concept of confidentiality and standards of conduct and care</p> <p>Flexibility in shift/working patterns to meet the needs of the service, sometimes at short notice</p> <p>Willing to accept additional responsibilities as delegated by senior staff</p> <p>Displays the Trust's Values:            Dignity and Respect            One Team            Compassion            Safety and Quality</p>		<p>Application and Interview</p>