

## Welsh Ambulance Services NHS Trust

<b>Job Description:</b>	<b>N.E.P.T.S Planner/Day Controller</b>
<b>Job Title:</b>	<b>N.E.P.T.S Planner/Day Controller</b>
<b>Grade:</b>	<b>Band 3</b>
<b>Accountable To:</b>	<b>N.E.P.T.S Control Manager</b>
<b>Location:</b>	<b>N.E.P.T.S Control South East</b>

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This post is based at Regional Control and Communications Centre, Llangunor. The post-holder also may be required to travel on Trust business throughout Wales as the need arises.

### **Role Overview**

The post holder will work in the Non Emergency Patient Transport Service Day Control and provides a planning and day control service for the non-urgent transfer of patients, ensuring co-ordinated delivery of N.E.P.T.S services takes place as per contractual agreements. The Day Controller/Planner liaise closely with external contacts which include members of the public and Clinical departments at hospitals, GP surgeries, clinics, day centres, nursing homes and the relevant Ambulance Liaison office. In addition, the post holder controls the efficient operation of the Day Control services, is the first senior point of contact for enquires relating to non-emergency transport for area. The post holder ensures through accurate bookings, concise planning with control involvement that a smooth transaction to the Hospital is organised for all patients. Close liaison with all parties is paramount to provide patient transport of the highest calibre creating first class patient experience.

### **Organisational Relationships**

The post holder is accountable to the N.E.P.T.S Control Manager and is required to liaise effectively with Trust staff at all levels and with a wide range of external contacts, contacting the Trust by telephone. There is close liaison with staff in Ambulance Liaison Offices, Day Control, as well as with other members of the team involved in the co-ordination and delivery of non-emergency transport services also in certain circumstances contact with EMS Control. In addition, there is regular contact with patients/clients/ carers and other health professionals.

### **Principal Responsibilities**

The post-holder's principal responsibilities and main areas of work are as indicated below.

- Provide accurate, statistical and management information as and when required.
- Actively prepare and plan patient's to N.E.P.T.S vehicles to maximum effect, ensuring resources are used appropriately, providing effective service coverage with minimal disruption of service, minimising journey times of patients wherever possible. Effectively planning of routes and allocation of workloads to N.E.P.T.S vehicles on a daily basis using our CLERIC computer based planning system.
- Report any faults or problems in the Control and Communication equipment, advising the Supervisor or Control Manager of the matter and any action taken, also recording details in the Control Daily Log on the N.E.P.T.S Computer system.
- Liaise frequently with hospitals, Ambulance Liaison Officers and patients to ensure the effective and efficient running of the N.E.P.T.S department.
- Re-arrange planned work of patient journeys due to short notice staff sickness to ensure that all patients are conveyed efficiently.

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- To provide training for new staff on N.E.P.T.S procedures and working practices relevant to the Control and Call taking function or Planning department including Radio, Computer systems and booking procedures.
- To facilitate and oversee others who are arranging ECR (Extra Contractual Referrals) known as "private journeys and alternative funding streams e.g. journeys into nursing homes, private hospitals and out of area transfers.
- To provide on the job training to all staff required to make ECR bookings ensuring accuracy and compliance with Trust financial procedures are paramount
- Responsible for the booking of taxis if there are no other resources available, taking financial implications into account to manage the most appropriate use of resources.
- Liaise with other Regions if patients are crossing into their area for assistance if necessary.
- Deal with verbal complaints as they arise.
- Provide stats for the N.E.P.T.S Control Manager when required.
- Responsible for the efficient day to day running of the N.E.P.T.S Control room when N.E.P.T.S Control Manager/Supervisor is absent, ensuring that all shifts are covered and dealing with staff problems as they arise.
- Ensure the co-ordination and utilisation of resources is effective.
- Configure planning schedules.
- Determine which type of vehicle should be utilised for particular types of patients.
- Ensures the co-ordination of long distance journeys with other control centres.
- Ensures that the Hospital Car Service is used effectively and efficiently.
- Provides liaison between the Ambulance Service and the originators of requests.
- Negotiate with Surgeries, Liaison Offices and Hospital staff with regard to changes, appointment times and the ability to facilitate patients

### **Day Controller Responsibilities**

- Using the CLERIC computer system to allocate unplanned and non-allocated patients to vehicles appropriately during the day, with consideration to minimisation of impact upon vehicle pre planned work.
- The post holder ensures through accurate bookings, concise planning with control involvement that a smooth transaction to the Hospital is organised for all patients
- Be the point of contact for Patients and trust staff for enquires relating to non-emergency transport for area.
- Makes decisions on unforeseen transport problems e.g. vehicle breakdown.
- To be constantly aware and deal with emergency alarm calls from staff where urgent, immediate assistance from other agencies e.g. Police, Fire or On Call Officer where the safety of crews or the public is at risk e.g. violent attack etc.

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- Re-arrange work due to operational staff sickness to ensure that all patients are conveyed efficiently.
- Use correct radio procedures in accordance with policy
- Communicate information promptly and clearly by telephone to internal and external contacts, as necessary, ensuring details are relayed accurately and in sufficient detail, using correct radio & Telephone procedure.
- Instigate complaints relating to control issues
- Hold responsibility for correct application of the trust meal break policy, ensuring all records are updated on the CLERIC system and monitor compliance.
- Report any vehicle breakdowns to workshops and complete the necessary documentation and liaise with other Regions if vehicle shortages arise. This may include arranging recovery of vehicle and also the transfer of patients to continue forward journeys.
- Maintain the Control logbook as appropriate and ensure the maintenance shift/meal break relief in order to facilitate accurate audit trail of policy implementation and review.

### **Planning Responsibilities**

- Actively plan patient journeys by allocating booked patient to vehicles for transportation to hospital appointments using the CLERIC Computer System. This is achieved by correctly allocating the patient to the suitable vehicle for each patient's mobility and medical condition, taking into account appointment and journey time, ensuring compliance with NHS patient waiting expectations for appointments, and service level agreement and contractual requirements.
- Responding efficiently to general enquires relating to non-emergency transport from patients, public and staff, and provide relevant information as necessary.
- Provide efficient information handling service, receiving calls and relaying messages or initiating appropriate response in line with Trust Procedures and quality standards, for relevant external organisations, as required.
- To assess information passed by the Hospitals of a sensitive nature and make decisions of the type of ambulance that would be appropriate taking into consideration any special needs.
- Contacting patients direct by phone confirming transportation details if variations occur during the planning process to accommodate other patients on the run. Or arranging an appropriate collection time if changes have been agreed with the hospital/clinic/health provider.
- Investigation of complaints relating to planning issues.
- Awareness of Data Protection Act and the rights of all patients to confidentiality whilst taking into account the crew "need to know", Complying with all Trust Control Procedures maintaining all documentation with highest regard to Data Protection procedures and confidentiality of records
- Resolves Planning difficulties and discusses such difficulties with originators of requests.
- Cover day Control at start and end of shift duty

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### **General**

- Identify areas for the development of Services and relay to Managers to realise potential opportunities.
- To continually assess the N.E.P.T.S resource requirement and identify any anomalies or shortfall to the N.E.P.T.S Manager/Supervisor

### **Important Note**

This job description is intended to serve as a guide to the responsibilities of the post. It is expected that responsibilities will need to be reviewed, as the organisation matures and in light of experience, in order to ensure compatibility with other roles and responsibilities, and to reflect changing circumstances. Any proposed changes will be discussed with the post-holder.

## Person Specification

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These are the minimum requirements needed for the trained, competent jobholder:

### Qualifications

- Specific academic qualifications are required, 5 GCSE grade C or above to include English language and maths, or equivalent, on appointment. (essential)
- PC software user qualification such as the European Computer Driving Licence. (desirable)
- Experience in the use of a recognised booking and patient planning systems (desirable)

### Knowledge

- Knowledge of NATO radio procedure and phonetic alphabet (desirable)
- Awareness of Trust policies.(desirable)
- General understanding of medical terminology (desirable)
- General understanding of organisation structure, strategic objectives, policies and procedures
- Competent Keyboard Skills
- Map reading skills and good knowledge of geography

### Experience

- Previous experience in a similar job role where decisions are based upon an ever changing set of circumstances (desirable)
- Evidence of remaining calm under pressure (desirable)

### Abilities and Skills

- Ability to work alone on own initiative with minimum supervision or as a member of a team
- Ability to use good judgement when dealing with emergency situations
- Logical thinker able to identify priorities and undertake numerous tasks simultaneously
- To exhibit keyboard skills (speed 20wpm) with an excellent telephone manner through an organised approach.
- Ability to demonstrate excellent communication skills in the effective and efficient deployment of resources throughout the region.
- Commitment to carer development through post proficiency training, personal development plans, portfolio of evidence and personal development reviews.

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### General

- The ability to speak Welsh is desirable for this post; Welsh and/or English speakers are equally welcome to apply.
- Flexible approach to meet the needs of the service