Sussex MSK Partnership East

HORDERHEALTHCARE

ROLE BRIEF

Department:	Clinical Referral Assessment Service
Job Title:	Patient Advisor SMSKPE
Contract:	Perm
Responsible To:	Senior Patient Care Advisor, Integrated Team Coordinator
Location:	SMSKPE Office, Eastbourne
Job Purpose:	You would become a part of the Sussex MSK Partnership East team, responsible for the management and coordination of Musculoskeletal NHS referrals in East Sussex and surrounding areas. You would connect with the patient via telephone and email at every stage of their care, from the initial referral from their GP through our various pathways and eventually to the completion of their care. The Patient Advisor will be central to this function, responsible for all aspects of administrative service delivery, including the booking of patients, coordination of diagnostic results, working with clinicians, resolving queries and supporting delivery of services that exceed patient expectations Patient Advisors work as part of the wider Clinical Referral & Assessment Service (CRAS team). They will work with GP practices, hospital and community staff and clinicians, to navigate patients to the most appropriate services for their needs in an accurate and timely manner. They will support the delivery of efficient clinical services by ensuring that patients are proactively managed at all stages of their care.
Qualities, Skills and experience	**Qualifications:** **Desirable** • Educated to NVQ Level 3, Certificate of Higher Education and/or equivalent experience **Experience:** **Need to have** • Previous experience in an administrative role • Excellent communication skills. • Customer care or similar service industry practices • Intermediate level use of IT systems and programs including bespoke NHS systems as well as Microsoft clients e.g. Word, EXCEL, ACCESS etc. • Fast and accurate keyboard skills • Of patient administration systems and/or appointment booking systems • Of documenting clear and concise process notes • Of dealing with upset or difficult patients by telephone

	Skills **Need to have** • Able to communicate effectively on the telephone with a range of people in a range of situations • Good listening skills with an ability to maintain focus, recognise possible distractions and ignore/deal with them • Able to coordinate and prioritise work of a team to ensure deadlines and targets are met • Able to plan and organise own work effectively and work under own initiative to achieve key performance indicators for SMKPE, and meet demanding deadlines • Able to apply sometimes complex clinical guidelines to individual patient referral letters to determine onward service selection • A meticulous approach to paperwork and to data entry • Able to write clear, concise, grammatically accurate letters and reports • Able to summarise referral numbers into accurate performance reports **Knowledge** **Need to have** • Using Databases/ paper filing systems to ensure efficient management of processes **Nice to have** • ERS and System One • Hospital and care appointments systems • Medical terminology • Systems and processes within the healthcare sector • Principles of care e.g. First do no harm and patient confidentiality • **Personal Qualities** **Need to have** • Proven record of good timekeeping and attendance • Able to show understanding of issues relating to equal opportunities • Tact and diplomacy • Respect our values • Ability to travel between healthcare sites as appropriate to job role • To be able and willing to work flexible hours i.e. late rota
Key Duties:	• Use a range of computer systems, including System One, to contact patients and book appointments for services and send confirmation letters. • Use computer systems to actively manage patients through care pathways and provide clinicians with all necessary clinical notes prior to specific clinics. Action any subsequent follow up notes (such as processing and writing clinic outcome letters, booking follow up appointments, telephone calls, diagnostic tests, patient letters, dealing with DNA 's), ensuring that clinic

	capacity is used as efficiently as possible. • To be responsible for proactively scheduling and maintaining patient clinics to include first appointments, follow ups and telephone appointments ensuring co-ordination of receipt of diagnostic tests with appointments to limit rescheduling. As well as diagnostic tests • To support the Integrated Team Co-ordinators and Data and Systems Co-ordinator in planning clinic capacity, working with clinicians and GP practices to arrange additional clinics when necessary, helping to ensure that adequate capaci ty is available to avoid delays. • Visit practices where appropriate to provide training on Sussex MSK Partnership East's processes and establish and maintain effective communication with GPs and practice staff, using persuasive and motivational skills where co-operation is required. • Daily management of GP practice Choose & Bookworklists, MSK Clinics, planning administrative work around generation of referrals. Working with practices to resolve queries and issues that arise through the Sussex MSK Partnership East process. • Offer Choice directly to patients where appropriate and support them in making that choice through information provision, signposting and discussion, enabling patients to consider their own (non-clinical) preferences for treatment and apply them to a choice of secondary provider. • Assess and resolve patient queries concerning their referrals, appointments and diagnostic tests in a timely and professional manner. • Train other members of staff as required on the core functions of Sussex MSK Partnership East. • To be flexible to enable late shift working . ***GENERAL*** • To carry out any other reasonable duties as requested by senior staff. • Maintain data security and patient confidentiality by adhering to auditable Sussex MSK Partnershi p East processes and protocols as well as t o ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare. • To comply with all Horder Healthcare's Policies and Guidelines. • To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare. • To take an active role in the Horder Healthcare's staff appraisal system and action agreed goals and objectives.
Health and Safety:	The post holder will take due care at work, reporting any accidents or untoward occurrences.

	The organisation operates a "No Smoking" Policy. **The Health Act 2008** Code of Practice for Prevention and Control of Healthcare Associated Infections You are required to ensure that you carry out your duties in a manner that maintains and promotes the principles and practice of infection prevention and control in compliance with national standards, policies, guidelines and procedures. For clinical staff with direct patient contact, this will include compliance with clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques and safe disposal of sharps.
Equal Opportunities	Horder Healthcares Equal Opportunities policy affirms our commitment to ensure that no patient, employee or prospective employee is discriminated against, whether directly or indirectly on the grounds of gender, sexual orientation, age, marital status, responsibility for dependents , disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.
Confidentiality	To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare.
Safeguarding	To be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm, understanding their relation to the values of Horder Healthcare and to report safeguarding concerns to appropriate professionals, recording incidents accurately.
Human Resources (management)	To manage establishment ensuring safe staffing levels at all times. Ensure all new recruits are effectively inducted into the department; ensuring mandatory training is complete and kept up to date. To monitor performance and absence, following policies and procedures. To process all HR related paperwork in a timely manner.
Review	This role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service and will be reviewed periodically in discussion with the post holder.

Special Conditions:	The duties and responsibilities described in this role brief may be subject to amendment to meet the business priorities. The post holder may be required to carry out additional tasks as required by senior colleagues.
Role Brief Agreement	I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review. **Colleague name:** **Colleague signature:** **Date:**