

ROLE BRIEF

Department:	Clinical Referral Assessment Service
Job Title:	Patient Care Advisor
Contract:	Perm
Responsible To:	Integrated Team Co-ordinator
Location:	Eastbourne
Job Purpose:	<p>The Clinical Support Service will be managed and coordinated centrally by the Sussex MSK Partnership East. The Patient Care Advisor will be central to this function, administering 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.</p> <p>Patient Care Advisors will work as part of the wider Clinical Referral & Assessment Service, ensuring seamless delivery of services. 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.</p>
Key Duties:	<ul style="list-style-type: none"> • Use a range of computer and paper based systems, including System One, to contact patients and book appointments for services and send confirmation letters. • Use computer or paper based 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. • To arrange appointments for diagnostic tests (such as x-rays) and liaise with the diagnostic departments, proactively 'chasing' / obtaining results. • 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 capacity is available to avoid delays.

	<ul style="list-style-type: none"> • 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. • Work with GPs and Allied Health Professionals to ensure the appropriate clinic / service is identified for referrals using guidelines appropriate to each specialty and with reference to managerial and clinical advice. • Daily management of GP practice Choose & Book work-lists, 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. • Maintain data security and patient confidentiality by adhering to auditable Sussex MSK Partnership East processes and protocols. • Record information using a variety of computer and paper based systems, including Sussex MSK Partnership East clinical and information system – Case Manager - ensuring there are no delays in the processing of referrals by Sussex MSK Partnership East. Ensure the accuracy and quality of data recorded using available reporting tools to check data quality and advise on statistics. • To work on own initiative, to plan time effectively, to multi-task successfully, and prioritise own workload on a daily basis, working autonomously within own work area seeking advice when appropriate. • To demonstrate a willingness to improve and set personal goals, and to show commitment to both their immediate and wider team. • Attend team meetings / regular briefs/ training. • Train other members of staff as required on the core functions of Sussex MSK Partnership East. • To be flexible to enable late shift working. <p>GENERAL</p> <ul style="list-style-type: none"> • To carry out any other reasonable duties as requested by senior staff. • 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.
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	<ul style="list-style-type: none"> • 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. • You are required to apply security in accordance with established policies and procedures of the organisation. • To take an active role in the Horder Healthcare's staff appraisal system and action agreed goals and objectives.
Key Knowledge, Skills and Experience	<p><u>Qualifications</u></p> <p>Essential</p> <ul style="list-style-type: none"> • Educated to NVQ Level 3, Certificate of Higher Education and/or equivalent experience <p><u>Experience</u></p> <p>Essential</p> <ul style="list-style-type: none"> • Previous experience in an administrative role • Of working with a professional team • Of customer care or similar service industry practices • Intermediate level use of Word, Excel, and basic Access skills • Fast and accurate keyboard skills to RSA III or equivalent <p>Desirable</p> <ul style="list-style-type: none"> • Of complying with patient confidentiality and Data • Of NHS admissions/outpatient department procedures • 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 <p><u>Skills</u></p> <p>Essential</p> <ul style="list-style-type: none"> • Able to communicate effectively face to face and on the telephone with a range of people in a range of situations • Excellent telephone manner - Manages calls in a professional way • 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

	<ul style="list-style-type: none"> • 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 <p><u>Knowledge</u></p> <p>Essential</p> <ul style="list-style-type: none"> • Using Databases/ paper filing systems to ensure efficient management of processes <p>Desirable</p> <ul style="list-style-type: none"> • 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 <p><u>Personal Qualities</u></p> <p><u>Essential</u></p> <ul style="list-style-type: none"> • Proven record of good timekeeping and attendance • Able to show understanding of issues relating to equal opportunities • Tact and diplomacy • Ability to travel between healthcare sites as appropriate to job role • To be able and willing to work flexible hours i.e. late rota
Health and Safety:	<p>The post holder will take due care at work, reporting any accidents or untoward occurrences.</p> <p>The organisation operates a “No Smoking” Policy.</p> <p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections</p> <p>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.</p> <p>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.</p>

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 dependants, 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	<p>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.</p> <p>Colleague name:</p> <p>Colleague signature:</p> <p>Date:</p>