

## Job description

Job title:	Outpatient Receptionist & Scheduler Supervisor
Clinical Service Unit:	
Division:	Corporate
Corporate Area:	
Salary band:	AfC band 4
Responsible to:	
Accountable to:	
Hours per week	
Location:	MKUH

## Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our standards we deliver more than just a quality patient experience because we:

- Treat everyone with respect, courtesy and kindness
- Provide timely care and attention
- Listen, inform and explain
- Involve you as part of the team and work together
- Are reassuringly professional
- Provide and maintain a clean and comfortable environment

## Aim of the role

The post holder will contribute to the delivery of high quality, safe and compassionate healthcare to patients by providing an administrative service focused on the patient and their individual needs. The post holder will provide effective and efficient administrative support to a team liaising with patients, doctors and other healthcare professionals and may be required to work across the Outpatient Reception and Central Booking Function. The staff member will work consistently to provide high quality customer service and will be professional at all times.

## Key working relationships

Internally

- Medical and Nursing Staff
- Health Records

- Divisional Teams
- Administration Teams

#### Externally

- Patients
- GP surgeries and other referrers

## **Main duties and responsibilities**

- Day to day supervision of Scheduling and Reception staff
- Responsible for ensuring Scheduling and Reception staff have required training and skills
- Delegated budget for office equipment and services:
- Implementation of Trust policies for Receptionist and Scheduling area, proposes changes to administrative policies
- Provide a customer focused service dealing with all patients or visitors in an efficient, polite and courteous manner
- Handle queries from patients/relatives confidentially and sensitively; referring clinical-related queries to appropriate staff
- Interact with patients and relatives in distress in a sensitive and empathetic manner
- Take and relay as appropriate, telephone enquiries and messages, using initiative and prioritising skills when disseminating information
- Responsible for ensuring all activity is finalised in a timely manner using Trust's patient administrative system (eCare) or appropriate IT system including 'did not attends' (DNAs) and discharges
- Update patient details on eCare System as appropriate, checking all demographic details on arrival or departure
- Ensure all procedures are followed re data capture for service specific outcomes in line with Trust agreed timelines
- Ensure all paperwork is filed appropriately
- Arrange interpreter and transport services where indicated
- Adhere to trust-wide standard operating procedures and policies developed for clinical administrative processes and participate in their development
- Provide cover across the team as and when required
- Ensure the availability of all necessary documents (including forms, patient information leaflets and questionnaires) labels, continuation sheets
- Ensure telephone answer machine is available for out of hours queries; respond to patient/subject queries the next working day
- Photocopying, filing, faxing, and other general office duties
- Process referrals and booking requests into the department using local booking guidelines, following up with referrers where there is essential information outstanding
- Manage patient waiting lists according to trust pathway guidance

- Be aware of the targets in the NHS plan and how actions taken in everyday procedures affect these targets
- Ensure that patients appointments including new and follow up, DNAs and discharges are booked and managed in accordance with booking rules outlined in the Trust Access Policy, ensuring that patient pathway targets are achieved
- Escalate any capacity issues via the local escalation process
- Liaise with internal and external colleagues to share patient pathway information and diagnostic information, and expedite patient journeys where required
- Provide advice with regards to appointments to patients and relatives on the telephone
- Provide any specific advice to patients upon arrival in preparation for their appointment
- Use initiative when dealing with patients' queries or when dealing with GPs who may request patient information
- Monitor Electronic booking systems (eRS, Zesty etc) as appropriate
- Manage worklists generated by electronic booking systems
- To be able to contribute to continuous service improvement initiatives by highlighting areas for improvement
- Support the booking of Cancer, 2 week waitwaits (2WW) and Rapid Access patients as appropriate and within Trust pathway guidance.

## Key Performance Indicators

Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and pathways, requiring cross cover and flexibility to meet Trust requirements after consultation with the post holder.

## Effort, skills and working conditions

<b>Physical skills</b>	Keyboard skills for regular use of outpatient computer system.
<b>Physical effort</b>	Combination of sitting, standing, walking Light physical effort/ at keyboard for long periods; lifting, sorting, filing, general handling of records
<b>Mental effort</b>	Concentration for analysis of waiting list information, scheduling of clinics, work pattern is predictable.
<b>Emotional effort</b>	Occasional / frequent exposure to distressing or emotional circumstances. Dealing with patient complaints,
<b>Working conditions</b>	Use of VDU equipment

## **Performance management and appraisal**

All staff are expected to participate in individual performance management process and reviews.

## **Personal development and training**

MKUH actively encourages development within the workforce and employees are required to comply with trust mandatory training. MKUH aims to support high quality training to NHS staff through various services. The Trust is committed to offering learning and development opportunities for all full-time and part-time employees.

## **General**

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 1998.

All staff have a responsibility for safeguarding children, young people and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the trust's policies, procedures and



obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget you are expected to operate within this and under the trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

