##### Job Description

**JOB TITLE: Patient Admission Team Health Care Assistant**

**RESPONSIBLE TO:**

**RESPONSIBLE FOR: NA**

**ACCOUNTABLE TO: Theatre Manager**

**Practice Plus Group’s Values:**

* Every one of us makes a difference
* Customers are at the heart of everything we do
* Together we make things better

## Job Summary

The role will be to support the patient pathway by assisting with the pre-operative case management up to and including the day of surgery.

**Scope of role**

* To support the Patient Experience clinical service by assisting effective pre-operative case management
* To assist by procuring results for requested tests, x-rays and scans and medical files.
* To undertake pre operative telephone calls 72 hours before admission to confirm patients are prepared for their surgery, inform them of their times for arrival to the Hospital, ensure they know when to stop eating and drinking and to ensure their fitness for surgery. If fitness for surgery is questionable, this should be escalated to the Day Ward Manager / Theatre Manager / Anaesthetist for review. The admission process will begin in preparation of the day of surgery during this call.
* Preparing clinical files for day case surgical lists 72 – 48 hours in advance to prevent delay on day of surgery.
* Admitting patients including pre-op preparation on the day of surgery.
* Operating list management/sequencing/troubleshooting.

### Key Responsibilities

* To provide phone calls to all preoperative patients in a timely and efficient manner.
* Answer the telephone in a professional manner and manage enquiries.
* Download paper copies of pathology and radiology reports and ensure all notes are maintained and complete to agreed standards.
* Communicate professionally with all medical, nursing and ancillary staff and relay data concerning ongoing care of patients
* Adhere to Practice Plus Group and departmental policies and procedures

## Clinical role

* Check patient medical file to ensure that a complete nursing and pre-assessment has been performed and pathology results / scans etc are located or filled in notes.
* Liaise with the relevant members of the multidisciplinary team
* Ensure the patient receives a high standard of care at all times to ensure a good patient experience having regard for their customs, religious beliefs and doctrines.
* Use clinical skills and knowledge to ensure patients are clinically fit for their procedures and escalate appropriately to senior nurse / Anaesthetist if the possibility of fitness for surgery is in question.
* If postponement or cancellation of a patient’s surgery is required, effective communication to the Surgery Bookings Team should occur in a timely manner to avoid under filled theatre lists.
* Maintain accurate patient records and support allied staff to do the same.
* To be courteous and polite at all times to patients and colleagues and to expect to be treated as such in return
* All concerns regarding a patients physical condition pre operatively should be escalated to a registered nurse in the first instance.
* To work within scope of practice as a Health Care Assistant and to be aware of clinical knowledge boundaries.

## Educational and personal role

* Participate in education and training to maintain and upgrade skills if necessary
* Maintain annual Mandatory Training record

## Communication and recording role

* Use of IT - Communicate effectively using computer systems
* Use E-mail to communicate effectively with other staff members

This list of key responsibilities is not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Good general education * Evidence of regular attendance at training days * Commitment to personal development * Good spoken and written English | * NVQ qualifications or recognised HCA course equivalent to NVQ 3 care related |
| Experience | * At least 2 years experience working within an acute or elective healthcare environment | * Previous experience within an outpatient or surgical ward department |
| **Personal Qualities** | * Good basic communication skills * Ability to work flexibly within the needs of the service * Computer literate * Competent in the principles of infection control relevant to the role * Evidence of ability to work collaboratively in a multidisciplinary team. * Ability to plan and prioritise own workload as appropriate when under pressure. * Basic life support skills | * Knowledge/Experience of pre-assessment clinics * Experience Knowledge of Care Pathways |
|  | * Polite, friendly and approachable manner * Understands the need for and will adhere to Practice Plus Grouppolicies * Willing to learn new skills and gain new or additional competencies * Able to undertake mandatory training * Motivation to provide a high standard of service * Calm under pressure * Good organisational skills to include time management * Ability to work unsupervised under own initiative |  |

### Health and Safety

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the Hospital, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Post holder …………………………………..

Signature …………………………………..

Date …………………………………..