**PRACTICE PLUS GROUP**

**JOB DESCRIPTION**

**JOB TITLE: Patient Services Clinic Co-ordinator**

**RESPONSIBLE TO: Patient Services Manager**

**ACCOUNTABLE TO: Deputy Service Director**

**About Practice Plus Group**

Practice Plus Group is an independent sector healthcare company with a first-class record of high quality patient care, excellent clinical outcomes, innovation and efficiency.

Practice Plus Group works with its local NHS partners to offer NHS patient’s high-quality, rapid access to planned treatments across a range of specialties at their Centres.

**Delivery at Practice Plus Group**

Practice Plus Group believes in strong teamwork and partnership amongst its people. This approach is at the heart of everything they do to deliver a high level of patient care.

Significant time and resources are invested in recruitment to ensure that rigorous standards are met, and that staff share the same focus on teamwork and delivery. Employing high calibre people in roles that require personal responsibility and close interaction with patients allows everyone the opportunity to make a difference to patients during their treatment and deliver high quality outcomes.

Supporting employees in their careers at Practice Plus Group with great opportunities to learn and develop through training, Practice Plus Group is an organisation that’s continually innovating to raise standards of best practice in healthcare.

Practice Plus Group delivers services to create the best experience for their patients, through best standards of care, clinical excellence and low infection rates. A focus on selected procedures and skills in their delivery means that as a healthcare provider they can consistently improve their performance and in turn benefit their patients.

**JOB SUMMARY:**

You will be a Patient Services Coordinator mainly situated within one of our busy clinical mobile units in Tameside and covering for other allocated clinics where there is no dedicated administrative support. You will work closely with other Coordinators (some based on other mobile clinical units) and members in the Patient Services Team based in Rochdale. You will be an integral part of the various teams on the Tameside unit itself, supporting the clinics and our patients by running an efficient reception and efficiently re-booking patients before they leave as well as completing administrative tasks to ensure the clinics run smoothly. You will be responsible for coordinating clinic bookings for various Ophthalmic referrals and follow ups ensuring we have enough appointments for both our new patients and ongoing regular follow-up appointments, all within critical and fixed timeframes.

This is an exciting and broad role helping run our clinics. You will work closely with the Patient Services Manager and the wider team to deliver an excellent service whilst striving continually to increase standards.

**Primary Duties and Responsibilities**

* Act as the go-to person in the local Ophthalmology team and be a source of knowledge to the wider group for the mobile unit clinics responsible for.
* Be thoroughly knowledgeable regarding of all aspects of our clinics and in particular AMD/Glaucoma and our cataract service.
* Responsible for managing patient bookings and clinic utilisation for Tameside and other mobile clinical units, in conjunction with the Patient Services Manager, mobile unit co-ordinators, logistics, clinical and management teams as appropriate.
* Constantly strive to improve the patient pathway and service in order to communicate effectively with both patients and clinical teams.
* Help with creating the monthly mobile unit rotas to best fit the number of clinics and appointments required by Tameside and any other allocated sites, liaising appropriately with the logistics and clinical teams.
* Support the efficient utilisation of clinics / locations which is essential in providing timely treatment for macular patients and running a cost -effective service and patient focused service.
* Managing planned patient treatment schedules and monitor cancelled / DNA appointments to ensure patients are rescheduled in a timely manner
* Actively seeking to minimise cancellations and DNA’s.
* Ensuring input of accurate and complete patient records for referrals and ongoing bookings and following system and manual process protocols
* Developing skills in the IMS (booking) system, for clinic set up, appointment management and data integrity
* Ensuring knowledge of all sites used for the provision of services and be a contact point for those sites for patient / operational issues
* Developing an ability to analyse service data, clinic efficiency and utilisation and actively seeking to improve the service
* Provision of monthly summary information required by finance / admin to strict deadlines
* Contributing to ideas for improving patient experience, process and efficiencies within your area and sharing better practice ideas to other team members
* Ensure contingency within the team to provide appropriate cover during holiday/leave periods
* Seeking to be an active participant in the multi-disciplinary service delivery team as well as own administrative team function
* Taking other patient calls when necessary and dealing with these appropriately
* Undertaking ad-hoc tasks as required
* Following information governance and confidentiality company policies and undertaking mandatory training as appropriate
* Complete all mandatory training is completed successfully and on time

**Performance Review**

* To undergo an annual performance review and agree a personal development plan with the Admin Manager which will ensure that the objectives of the individual are achieved

**Health and Safety**

As an employee of Practice Plus Group Hospitals Limited, 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 service, 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.
* To observe National Health & Safety Regulations and the Policies and procedures.

**Infection Control**

Comply with the Practice Plus Group Hospitals Limited Infection Control Policies, in order to prevent and / or control the spread of infection throughout the unit and wider healthcare community.

**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 …………………………………...

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| **Person Specification** |
| **Factors** | **Essential** | **Desirable** |
| 1. Physical requirements
 | * Satisfactory Occupational Health clearence for the role specified.
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| 1. Education and qualifications
 | * Good general education
* Committment to personal development
* Good spoken and written English
 | * Maths and English GCSE grade C or above
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| 1. Previous experience
 | * Experienced team worker
* Experience of dealing with the public
 | * Call centre experience
* NHS or other patient focussed experience
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| 1. Skills, knowledge and abilities
 | * Methodical working
* An eye for detail
* Basic communication skills
* Ability to work flexibly within the needs of the service
* Evidence of ability to work collaboratively in a multidisciplinary team
* Ability to plan and prioritise own workload when under pressure
* Telephone technique
* Able to use initiative, and plan workload
* Ability to work flexibly
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| 1. Aptitude and personal characteristics
 | * Polite, friendly and approachable manner
* Understands the need for and will adhere to the Practice Plus Group policies
* Willing to learn new skills and gain new or additional competencies
* Motivation to provide a high standard of service
* Calm under pressure
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