

***JOB DESCRIPTION***

(Please note this job description in issued as a guide only and will be reviewed as the business develops)

**Title:** Patient Booker

**Accountable to:** Patient Services Manager

**Purpose of Role:**

To work as a member of the administration team to provide a comprehensive administration/booking role to the Unit, ensuring that all communications with patients is in a professional and courteous manner, which endorses the patient centred approach of the team. To assist in the operational function of the Unit.

**Scope of role:**

To provide a professional and patient focused booking and administration role, supporting the clinical team within the unit.

**Key tasks/Result areas**

* To identify and register new patients referred to the centre using eRS, the Patient Administration System (PAS) and other windows based applications.
* To liaise with regional Referral Management Centre regarding referral enquiries and slot availability matters.
* To book outpatient sessions within strict booking guidelines adhering to breach dates and ensuring optimal utilisation of clinic lists.
* To answer telephone calls from patients, GP surgeries and other hospital staff on all aspects relating to booking appointments, patient admissions and patient referral letters.
* To provide advice in all matters relating to patient appointments, both by telephone and face to face.
* To use the computer system to record patient information including cancellations, DNA’s and patient attendance within the Hospital.
* To pull patient information together where appropriate for outpatient clinics.
* To process and manage referrals in order to meet the requirements of PPG performance objectives.
* Clinic capacity must be monitored by the booking staff and any shortfall notified to the Patient Services Manager.
* To contact patients on internal waiting lists to offer earlier appointments
* Provide cover for other departments in the event of staff shortages.

**Health and Safety**

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

* Take responsible 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 Treatment Centre, 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 purposes and to use or disclose data only to authorised persons or organisations as instructed.

This list of duties and responsibilities is 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.



**PERSON SPECIFICATION FORM**

**POST TITLE:** Patient Administrator

**DEPARTMENT:** Peninsula NHS Treatment Centre

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Physical Requirements | * Satisfactory Occupational health Clearance for the role specified * Good Attendance record * Satisfactory relevant CRB clearance |  |
| Education & Qualifications | * Good standard of education * Literate and numerate * Good command of written and spoken English * Excellent IT skills | * 5 GCSE’s grade A-C * ECDL or equivalent IT experience * Previous experience within the NHS |
| Previous Experience | * Relevant administrative experience in Healthcare or Service Sector * Reception experience * Experienced team worker * Experience of dealing with the public in person and by phone | * Experience using ERS (choose and book) |
| Skills/Knowledge and Abilities | * Excellent telephone technique * Excellent communication and interpersonal skills * Ability to deal with difficult situations in a calm manner * Good keyboard/computer skills * Conversant with Microsoft Office Packages * Good skills using Patient Administration Systems or equivalent * Attention to detail * Numerate and literate * Good spoken and written English * Ability to work flexibly within the needs of the Service * Evidence of ability to work collaboratively in a multi-disciplinary team * Able to use initiative and plan workload * Understanding of information governance i.e. confidentiality legislation, data protection and Caldicott |  |
| Aptitude/Personal Characteristics | * Commitment to personal development * Polite, friendly and approachable manner * Tidy appearance * Understand the need for and will adhere to Care UK policies * Willing to learn new skills and gain new or additional competencies * Motivation to provide a high standard of service * Calm under pressure |  |