

***JOB DESCRIPTION***

**Title:** Patient Referral Manager

**Accountable to:** Administration Manager

**Purpose of Role:**

To manage the patient administration pathway and services delivery from initial referral through to discharge, ensuring that high standards and professionalism is maintained to meet patient and referrer expectations. The areas of responsibility will include the booking team, where there will be a strong focus on capacity utilisation and appointment availability.

**Principal Duties and Responsibilities**

* Overall management of RTT reporting within dedicated timeframes
* Working with the Patient Services Manager to review and oversee implementation of robust administrative processes and protocols in accordance with agreed pathways
* Manage the long wait patient waiting list, ensuring patients are managed in line with RTT timeframes
* Manage safe transfer of patients on an existing pathway with an acute trust/referrer to Practice Plus Group ensuring communication between PPG and transferring provider is maintained with patients being offered prompt surgical treatment
* Own and deliver weekly performance report ensuring all patient pathway are completed with the agreed KPI
* Be a point of contact for consultants, GPs and external stakeholders about wait times
* Attend training to keep up to date with RTT guidelines
* Provide cover for the Patient Services Manager at meetings regarding productivity and utilisation.

**Management**

* Manage direct reports, including recruitment and selection
* Undertake performance reviews for direct reports on an annual basis ensuring feedback on performance is given at regular intervals throughout the year
* Maintain and develop strong communication links between administration and clinical staff
* Ensure strong customer service principles are maintained for all patient and referrer communication
* To ensure that all compulsory mandatory training is completed by all staff.

**Additional Information**

In addition, the successful candidate will be required to adhere to the following:

**Education & development**

To participate in appropriate training courses or updates in accordance with mandatory requirements and individual Personal Development plans in line with Practice Plus Group policies and procedures.

**Professional**

To adhere at all times to the professional Code of Conduct, and any other professional guidelines/documents. To comply with guidelines issued from time to time by the UK professional body or any other professional association relating to the practice of your speciality, together with guidance issued from time to time by other competent agencies on clinical, medical and ethical issues.

**Health and Safety**

As an employee of Practice Plus Group Hospitals, 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 GDPR. 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 Referral Manager

**DEPARTMENT:** Practice Plus Group Hospital, Plymouth

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| **FACTORS** | **ESSENTIAL** | **DESIRABLE** |
| 1. Physical Requirements
 | * Satisfactory occupational health clearance for the role specified
* Good attendance record
* Satisfactory relevant DBS clearance
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| 1. Education & Qualifications
 | * Educated to Diploma standard or NVQ level 4 in Business Admin or equivalent experience
 | * Management qualification
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| 1. Skills/Knowledge and Abilities
 | * Experience of effectively managing teams
* Experience of effective change management
* Awareness of risk assessment
* Excellent computer skills
* Data collection and interpretation
* Experience of effectively managing RTT
 | * Experience in the private sector
* Experience in a healthcare setting
* Experience in a fast paced environment
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| 1. Previous Experience
 | * Knowledge of IPT & PIDMAS process
* Liaising with other healthcare providers on long wait transfers
* Excellent telephone technique
* Excellent communication and interpersonal skills
* Ability to deal with difficult situations in a calm manner
* Good keyboard/computer skills
* Waiting list and patient theatre list experience
* 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, GDPR and Caldicott
* Excellent negotiating skills
 | * Significant experience in a healthcare setting
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| 1. Personal Characteristics
 | * Commitment to personal development
* Professional
* Polite, friendly and approachable manner
* Tidy appearance
* Understand the need for and will adhere to Practice Plus Group Hospitals 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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