

PATIENT FLOW CO-ORDINATOR

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- The role supports the Emergency Department team by helping patients move safely and quickly through the department.
- It involves working closely with the ED Nurse Coordinator to track patient progress, chase test results, and reduce delays.
- You will help organise admissions and discharges, keep records up to date, and share important information with staff and families.
- You will monitor how busy the department is, spot problems early, and escalate issues to senior staff when needed.
- The job needs someone who is calm, organised, good at talking to people, and confident using computer systems.
- You will play an active part in keeping patient care safe, meeting key targets, and helping the department run smoothly.

Job Description

| | |
|------------------------|---|
| Job title: | Patient Flow Co-ordinator |
| Grade: | Band 3 |
| Site: | The Princess Royal Hospital |
| Accountable to: | Directorate Manager, Emergency Medicine |
| DBS required: | None |

JOB PURPOSE

The post holder will be a member of the Emergency Department Team working directly with the ED Nurse Coordinator supporting the management of all attendances, admissions, and discharges for Emergency Department patients by facilitating an efficient, effective and timely management of patient's diagnostics, decisions and utilisation of beds and resources.

KEY AREAS

Discharge/Admission Liaison Services

- To work directly with the ED coordinator to support the safe and effective flow of patients through the department in line with the 4 hour patient safety standard.
- To monitor performance in all areas in particular minors, within the Emergency Department. This will include chasing diagnostic results to support clinical decision making as appropriate.
- Escalation of unnecessary delays to the relevant departments to support patient flow.
- To support performance in relation to Care Quality Indicators in particular time to initial assessment, time to treatment and total time in the department with appropriate escalation to Nurse in Charge/Consultant in Charge/Departmental management team.
- To liaise with inter-disciplinary team regarding discharge/admission arrangements of patients.
- To ensure that internal professional standards are adhered to – initially contacting speciality doctors directly and escalating to Nurse in Charge/Consultant in Charge/Departmental management team when standards are not adhered to.
- To collate information in relation to non compliance by speciality teams to internal professional standards.
- To ensure completion of relevant documentation in relation to breaches avoided and actions taken.
- To liaise with other agencies and carers as required to provide effective communication and thus to enable timely discharge / transfer of patients out of the Emergency Department

Communication & Relationships Skills

- To gain respect of and develop close working relationships with clinical and non-clinical staff to assist with the provision of effective management of patients and bed utilisation.

Administrative and Clerical

- To assist in the accessing diagnostic results and escalate delays to the Nurse in Charge/Consultant in Charge/Directorate management team.
- To receive patients, visitors and staff in a calm, friendly and efficient manner
- To obtain documentation of previous attendances when required.
- To maintain records and gather data for statistical purposes.
- Answer telephone and resolve queries from relatives of patients when appropriate and answer queries from other hospital departments.

- Provide timely and accurate information regarding bed availability and ensure that this information is made available to the Nurse in Charge.
- Generate reports as requested by the Operational Management team.
- The post holder will have the ability to communicate clearly and effectively.
- The post holder will maintain a visible and active presence in the Emergency Department.
- Work with other centres to ensure the most efficient use of beds to deliver smooth, efficient and timely patient pathways.

Knowledge, Training & Experience

- Evidence of working within a busy acute hospital.
- Knowledge of hospital terminology.
- Accuracy and data entry skills.
- Experience of managing patient admissions and discharges.
- Awareness of National Access Targets and Care Quality Indicators.

Analytical and Judgement Skills

- To participate in Trust projects/initiatives as appropriate.
- The post holder will be required to analyse, assess, and make amendments in order to produce effective and accurate reports in relation to breaches saved and action taken.
- To report concerns, errors, or inaccuracies to the Nurse in Charge/Directorate management team.
- Collate data regarding demand and capacity and be proactive in establishing systems for problem solving.

Planning & Organisational Skills

- Support the delivery and achievement of care quality indicators, both those agreed locally and dictated by national policy.
- Excellent organisational skills are essential as the post holder will be required to work under the direction of the Nurse in Charge and manage their own day to day work load in such a way that they are able to meet deadlines.
- Work with the Emergency Department to establish an effective system for the management of patients in all areas and the beds to ensure efficient patient throughput.
- Identify and predict potential breaches to the Nurse in Charge and Operational Managers

PHYSICAL SKILLS

Patient/Client Care

- Patient/Client contact will be incidental
- The post holder will support the Emergency Department in efficient management of patients and bed utilisation ensuring appropriate patient pathways are followed.

Policy and Service

- Make an effective contribution to groups concerned with the management of Emergency Department patients and admissions/discharges.
- Contribute to the organisation and development of the Emergency Department by attending team briefings and department meetings.
- The post holder will follow and work within the guidelines as set out by Trust policies and procedures.

Physical, Mental and Emotional Demands of the Post

- To handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with frequent interruptions whilst in periods of concentration.
- Excellent use of Microsoft office programmes, particularly Excel
- Frequent walking of Emergency Department to obtain patient status.

Person Specification

| | Essential | Desirable |
|-----------------------------|--|---|
| Qualifications | <ul style="list-style-type: none"> • NVQ level 3. • Basic computer skills • A good standard of numeracy and literacy | <ul style="list-style-type: none"> • NVQ level 4 or willing to work towards. |
| Experience | <ul style="list-style-type: none"> • Awareness of National Access Targets • Good understanding of the way in which a hospital works • Evidence of relevant experience of working within a busy hospital environment • Substantial experience of working within an acute hospital environment | |
| Knowledge and skills | <ul style="list-style-type: none"> • Evidence of effective team working to deliver and improve services. • Ability to analyse complex information. • Evidence of recent personal development • Ability to work on own initiative. | |
| Other | <ul style="list-style-type: none"> • Behaves in an open, ethical and professional manner. • Aware of own strengths and limitations • Able to balance own plans and priorities with those of the service and other team members. • Able to demonstrate a level of personal confidence necessary to overcome barriers. • Must be flexible with working patterns. • Patient focused. • Good communication and interpersonal skills | |

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

