



Urgent Appointments Co-ordinator

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Urgent Appointment Co-ordinator
Band	Band 3
Directorate	Operational Delivery Directorate
Accountable to	Assistant Cancer Performance Manager
DBS Required?	None

JOB PURPOSE

The individual will play a key role in delivering a high-quality service at the Shrewsbury and Telford Hospital NHS Trust. The successful post holder will work within the 2WW Booking Office ensuring that all patients referred to the Trust by their GP with a suspected cancer diagnosis are given an appointment within two weeks.

To be responsible for monitoring and booking referrals for suspected cancer to ensure that patients' appointments are booked to national and local cancer pathway targets. Using self-management to manage and prioritise time and workload to each specific cancer speciality.

To work primarily independently and on own initiative with minimal supervision to carry out the duties of the post working closely and communicating effectively with the other members of the 2WW team, Cancer managers and cancer centres.

Being able to organise workload without supervision, adapting daily work plan to meet rapidly changing priorities where the workload is unpredictable.

The post will require considerable patient contact (by telephone) therefore excellent verbal communication skills are required.

Main Duties and Responsibilities

- Responsible for the provision of a comprehensive day to day booking & scheduling service for patients referred under the 2WW rule, agreeing appointment dates and times with patients over the telephone and send out appointment letters promptly.
- To ensure that the booked appointment is made within the designated time limit, using either pre-designated two week wait appointments or liaising with the operational teams to set up capacity to see the patient.
- To communicate effectively with empathy and confidentiality when speaking with patients who have been referred with knowledge that this is a suspected cancer pathway.
- Deal with telephone complaints and concerns, for example – responding to unhappy patients who have had clinic appointments rescheduled due to consultants' unavailability or responding to anxious patients who are worried about their treatment.
- Ensuring attention to detail when booking appointments, checking patient referrals are booked into the correct slots and the correct information is sent regarding where and when to attend.
- To be mindful of the need to reduce the incidence of patient non-attendance and work with the patient to highlight the importance of the appointment and give them appropriate information and guidance to encourage attendance.
- To make informed judgment and use own initiative on some referrals where information is unclear or not completed correctly.
- The delivery of a patient cancellation/postponement service in the event of outpatient activity being cancelled or changed and the re-arrangement of any patients who fall within the two-week rule in appropriate new appointment slots.
- The post holder would be expected to use the Trust's Patient Administration System (PAS) SEMA, ERS and Somerset Cancer Register. Contribute to the cancer databases for patients (Somerset), updating records and contributing to the collection of data for audit and research purposes.
- To be responsible to use Somerset for numerous processes which includes creating referrals, accurately recording waiting time adjustment data, recording all information provided by Patients / Centres / GP Practices for validation purposes for breach reasons and information which is vital to support the wider team in Cancer Services to enable the 2WW cancer pathways to be tracked efficiently.
- To manage upgraded referrals with a different approach in how they are received and submitted to the patient's pathway and ensure any additional information, queries or questions are sought from the referrer if required.
- On a regular basis and often at very short notice to be responsible for setting up new clinic templates / rescheduling clinics which includes cancelling / adding / amending slots due to

patient choice / lack of capacity (as a result of short notice leave / new consultants / cancer campaigns). To manage the changes to ensure alterations are actioned accurately and liaise with patients in a timely manner so they are fully informed of any changes and offer alternatives to adhere to the 2WW CWT target.

- To regularly respond to queries from consultants in respect of the content of referrals resulting in liaising with GP Practices for additional clinical information.
- Develop and maintain effective communication skills to ensure a high-quality service is provided when liaising with patients, GP's and all other internal and external contacts to ensure patient's appointments are made appropriately. To maintain good communication with health professionals and other groups within the Trust to ensure that patients receive appropriate and timely care. To give advice or assist or pass on information to GP's on protocol and procedures of 2WW.
- Receive and take relevant action on telephone calls and emails enquiries, liaising with internal and external sources to resolve any problems, queries, or delays where appropriate.
- To communicate with clinic coordinators in other directorates to release 2ww slots as appropriate and to escalate issues with regard to capacity issues to managers as appropriate.
- To be responsible for ensuring that new patient clinics are booked to their maximum capacity, handing back unutilised capacity to operational teams within time frame specified.
- To be responsible for sending referrals for triage, uploading those referrals to clinical portal and monitoring the triage outcomes (for relevant specialities).
- The post holder would be expected to meet performance standards specific to the area they are working in.
- Ensure that when handling patient information or discussing patient needs, confidentiality guidelines are strictly adhered to and that close attention is given to the Trust's Confidentiality Policy and Information Governance guidelines.
- To be able to concentrate in a noisy and distracting environment for prolonged periods.
- Develop and maintain skills to deal with conflict always remaining calm and professional.
- The post holder works within well-defined boundaries, using initiative to make planning decisions as required. They will always have access to manager / supervisor.
- To be responsible for assisting in the training of new staff. To be a supportive team member and offer on-going support and advice.
- Assist in the review of office protocols and working practices when and where necessary within the 2WW team to co-ordinate any changes and implement effectively.
- To be always aware of and work within the Trust's Health & Safety policy.
- Any other duties as delegated by the Assistant Cancer Performance Manager as appropriate to the grading of the post.

Responsibilities for Education and Training

- Ensure own mandatory training is undertaken for non-clinical staff (such as safe moving and handling, fire prevention etc) and attend other relevant training programmes to keep up to date.

- Take part in the Personal Development Review process, identifying own training needs for continued personal development.

Communications and Relationships

Patients, Consultants, medical staff, general practitioners, medical secretaries, outpatient, day surgery and specialist nursing staff, all staff throughout Health Records and Patient Access, ward clerks, other hospitals and members of the public.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> English GCSE(A-C) (9-4) or equivalent qualification or experience. NVQ Level 2/3 or equivalent level of knowledge and experience. 	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Administrative experience. Experience of working with software programmes. Experience of dealing with patients/clients. Dealing with patients. 	<ul style="list-style-type: none"> Understanding or knowledge of booking processes across primary and secondary care. Knowledge of the choose and book system. Understanding and knowledge of “choice” in healthcare.

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Computer literate with it skills e.g. use of Microsoft Office.• Excellent interpersonal skills.• Demonstrate effective negotiation skills.• Able to use initiative.• Intermediate skills on word and excel.• Good verbal and written communication.• Good organisational skills.• Good keyboard skills.• Excellent telephone manner.• Ability to liaise at all levels with both internal and external agencies.	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Able to work flexibly.• Positive, friendly attitude.• Willing to travel and work across sites if required.• Positive approach to change and adapting to the unpredictable workload.• Willingness to learn and develop.• Able to deal with multiple issues at one time.	

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and

- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of

the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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[Getting to The Princess Royal Hospital](#)