

INPATIENT BOOKING CLERK

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 involves providing an efficient booking service for patients needing surgery.
- You will work with doctors, theatre staff and patients to agree admission dates and arrange pre-operative assessments.
- You will make sure theatre lists are planned correctly and that national waiting time targets are met.
- You will keep patient records accurate and up to date using the Trust's systems.
- You will handle enquiries from patients and staff, giving clear information and support.
- You will help ensure patients have a smooth and safe journey from booking to treatment.

Job Description

Job title:	Inpatient Booking Clerk
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Patient Access manager
DBS required:	No

Main Duties

The post holder will be expected to provide an efficient and effective in-patient booking service for the Trust working within the Patient Access, Theatre, Anaesthetics and Critical Care Centre. The post holder will work as part of the Inpatient Booking Team ensuring that theatre lists are planned in accordance with agreed service guidelines and in line with National Waiting times and Clinical targets. The post holder will be expected liaise directly with Medical Staff, colleagues from theatres and patients to agree admission dates, arrange Pre-Operative Assessment and ensure that there is bed capacity in order to provide a seamless journey for the patient.

Service Delivery

- The Post Holder is expected to use the Trusts Patient Administration System (PAS) Sema ensuring all relevant patient information recorded accurately and updated accordingly upon contact with the patient or upon notification of changes in circumstance.

- The post holder is expected to plan and prioritise workload using their own initiative working and agreed Guidelines and Standard Operating Procedures to support decision making.
- The post holder is expected to adhere to agreed policies, procedures and protocols including the Patient Access Policy.
- The post holder is expected to deal with day-to-day enquiries from patients, Consultants, Medical Secretaries, other Organisations and other staff within the Trust including staff working in other Clinical Centres.
- The post holder will be expected to participate in the call-handling rota, working to agreed Key Performance Indicators (KPI's) and call scripts in order to ensure good customer service and experience. Responding to all aspects of the patients' requirements particularly where barriers to understanding exist.
- To operate and maintain an efficient and effective planning service for in-patient or day case surgery booking. Ensuring clinical priorities are maintained and recorded appropriately within the PAS system and that patients are planned for their Surgery using the appropriate in patient waiting list available on the SQL reporting system to ensure that they are planned in accordance with their clinical priority i.e. urgent or cancer patients followed by routine patient patients by longest wait in line with the National 18 week referral to treatment target.
- The post holder will be expected to use the Somerset Cancer database to ensure patients on a cancer pathway are planned into the appropriate theatre sessions and where patients are planned at short notice that they provide effective communication to agree and ensure patients are available and attend agreed dates.
- The post holder will be responsible for ensuring effective data quality of the waiting list ensuring when notification is received from Clinical teams that patient's no longer requires their procedure that the patient is removed appropriately and in a timely manner.
- The post holder will be responsible for ensuring effective and accurate communication with patients, Clinical Centres other colleagues within the Centre.
- The post holder will responsible for ensuring that during the planning cycle that all details of procedures are recorded accurately on the PAS system to support Consultants, Anaesthetists and Theatre colleagues in order to support and maintain theatre safety.
- The post holder will be responsible for ensuring that lists are planned in accordance with theatre planning and utilisation timings in order to maximise theatre throughput and achieve National Theatre Utilisation targets.
- The Post holder will be responsible for making changes to lists under the direction of Consultants and communicating these changes with patients and or clinical colleagues from other areas such as theatres or wards.

- The post holder will be responsible for arranging pre operative assessments for patients ensuring that this is completed in a timely manner in order to achieve maximum optimisation.
- The post holder will be responsible for ensuring that planned lists are agreed with Surgeons when appropriate to ensure that the patient list order is correct taking into account any allergies, alerts and preoperative assessment status.
- The post holder will be responsible for ensuring that when patients are treated at other organisations that they meet the necessary admitting criteria.
- The post holder is responsible for recording outcomes on PAS for any surgical patients who are cancelled on the day due to non-clinical reasons ensuring that they re-dated within 28 days.
- The post holder is responsible for communicating with patients whose procedures to be cancelled due to operational or unforeseen clinical issues.
- The post holder will assist and support the Team Leaders in the training of new team members by demonstrating own duties where necessary.
- The post holder must escalate any concerns through to their Team Leader, or Inpatient Booking Manager.
- The post holder is responsible for ensuring medical case notes are requested and delivered to the relevant locations or wards for short notice patients.
- The post holder is responsible for logging and management of VBC approval codes for procedures on the PAS System. Linking in with outside sources RAS & TRAQS.
- The post holder is responsible for scanning of TCI form to Clinical Portal in a timely manner.
- The post holder will be responsible for dealing with incoming correspondences as appropriate and confirming that requests have been actioned

Communication

- To deal professionally with telephone enquiries from patients, GPs and other departments regarding admissions, liaising closely with Consultants, Medical Secretaries and the clinical and administrative staff within the Trust, while maintaining patient confidentiality.
- Notify patients of proposed TCI dates in writing ideally 3 weeks in advance, or agree verbally if under 3 weeks with patients where appropriate and following up with written confirmation when needed.
- Ensure patients are sent appropriate communication regarding their admission e.g. confirmation letter to patient, reschedule letter, along with any relevant information.
- To provide non clinical advice regarding procedures and processes to the patient as per their individual requirements. To seek further advice from the Consultant or Lead Nurse if required.

- Participate on the call handle rota, managing calls in a professional manner and assisting patients with their queries. Escalate concerns regarding potential breach patients and any other concerns to the specialty Operational Management Team.
- To develop and maintain effective working relationships with colleagues across the multidisciplinary team.
- Theatre lists to be populated and sent to Consultant by email 14 days prior to surgery date for clinical confirmation of the Theatre List.
- To communicate directly with patients and relatives in challenging or sensitive circumstances where necessary
- The post-holder will be expected to work closely with colleagues across the multidisciplinary teams, using their initiative and decision making within agreed service guidelines and local and national targets.
- Answer enquiries (telephone and face to face) from patients and staff using own initiative to resolve problems, seeking guidance as appropriate

Representing the Centre and the Trust

- To foster good working relationships with and colleagues within the Centre as well as other centres and departments
- To participate in meetings

Range of Authority

- To escalate capacity issues to the Team Lead and Business Centres
- The post holder is expected to review inpatient waiting lists and theatre utilisation daily ensuring capacity is booked correctly. Equipment and Systems
- Trusts Patient Administration System (PAS) Sema
- Pre Operative Assessment
- Clinical Portal
- Somerset Cancer Database
- Medi-soft System
- To use normal office equipment.
- To use a range of electronic information systems and tools

Physical, Mental and Emotional Demands of the Post

- Manage multiple tasks ensuring deadlines are met
- Respond to telephone calls from anxious and distressed patients, taking messages and resolving problems when possible, in a professional and competent manner.

- To communicate with patients whose elective procedures are being cancelled and may be distressed.
- Communicate appropriately with a range of people at different levels of the organisation
- To participate in reflection, self-evaluation and continuous professional developments including performance review.
- Highly developed fast and accurate keyboard skills with the ability to work with and draw information from as multiple computer screens while conducting telephone transactions with patients, nursing team, clinicians and secretarial teams

Working Conditions

- To work in normal office conditions, including regular VDU work.
- To travel between all Trust sites when necessary
- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSE Grade 4-9 or equivalent in English and Maths • ECDL/CLAIT or equivalent; NVQ Level 3 	<ul style="list-style-type: none"> • GCSE's in Science • RSA III
Experience	<ul style="list-style-type: none"> • Competent and experienced in a range of administration and clerical duties within a healthcare setting • Familiar with IT systems and software used by the Trust (e.g. Oracle, Telepath, Semahelix) • Annual leave and sickness arrangements • Management of stock • Processing orders and matching invoices 	<ul style="list-style-type: none"> • Conversant with Microsoft Excel, Access and PowerPoint to ECDL standard • Medical terminology • Keyboard skills Microsoft Office Professional software programmes
Knowledge and skills	<ul style="list-style-type: none"> • Be able to adapt to a range of office duties as required • Work independently and in a team equally well • Able to 	<ul style="list-style-type: none"> • Maintain a healthy perspective on work- life balance

	<p>communicate effectively with a wide range of staff at all levels in a professional way, demonstrating competence, sensitivity and direction – good communication and telephone manner</p> <ul style="list-style-type: none"> • Ability to prioritise and plan work effectively, and under pressure, using initiative • Supervise a small team 	
Other	<ul style="list-style-type: none"> • To work confidentially and professionally • Observe good health and safety practice in relation to office duties and supervision of Administration Assistants 	

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.

