



## INPATIENT BOOKING CLERK

### 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.

# 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

<b>Job Title</b>	<b>Inpatient Booking Clerk</b>
<b>Band</b>	<b>3</b>
<b>Directorate</b>	<b>Scheduling Services</b>
<b>Accountable to</b>	<b>Patient Access Manager</b>
<b>DBS Required?</b>	<b>None</b>

## JOB PURPOSE

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.

# Main Duties and Responsibilities

## 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

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"> <li>• GCSE Grade 4-9 or equivalent in English and Maths</li> <li>• ECDL/CLAIT or equivalent; NVQ Level 3</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE's in Science</li> <li>• RSA III</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Competent and experienced in a range of administration and clerical duties within a healthcare setting</li> <li>• Familiar with IT systems and software used by the Trust (e.g. Oracle, Telepath, Semahelix)</li> <li>• Annual leave and sickness arrangements</li> <li>• Management of stock Processing orders and matching invoices</li> </ul>	<ul style="list-style-type: none"> <li>• Conversant with Microsoft Excel, Access and PowerPoint to ECDL standard</li> <li>• Medical terminology</li> <li>• Keyboard skills</li> <li>• Microsoft Office Professional software programmes</li> </ul>

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Be able to adapt to a range of office duties as required</li> <li>• Work independently and in a team equally well</li> <li>• Able to 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</li> <li>• Ability to prioritise and plan work</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a healthy perspective on work-life balance</li> </ul>

<p>effectively, and under pressure, using initiative</p> <ul style="list-style-type: none"> <li>• Supervise a small team</li> </ul>	
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## OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• To work confidentially and professionally</li> <li>• Observe good health and safety practice in relation to office duties and supervision of Administration Assistants</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-disposed to working in a clean and tidy environment, promoting good housekeeping, and promoting the same in others</li> </ul>

## 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.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)