



Moorfields  
Eye Hospital  
NHS Foundation Trust



# Job description and person specification

Appointments Co-ordinator

## Job description

Job title: Appointments Co-ordinator

Department: Booking Centre

Grade: 3

Responsible to: Booking Centre Supervisor

Accountable to: Booking Centre Manager

### Working relationships:

Internal	External
Directorate and site managers, Outpatient teams, Admissions team, Booking Centre, Health records, Medical secretaries, A&E, Health care professionals, clinicians,	Patients, GP practices, External hospitals, Opticians

## THE POST

Moorfields Eye Hospital NHS Foundation Trust is the leading provider of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education. We have a reputation, developed over two centuries, for providing the highest quality of ophthalmic care. Our 2,300 staff are committed to sustaining and building on our pioneering legacy and ensuring we remain at the cutting edge of developments in ophthalmology.

Our main focus is the treatment and care of NHS patients with a wide range of eye problems, from common complaints to rare conditions that require treatment not available elsewhere in the UK. The volume and variety of conditions treated by our clinicians means that they have a unique range of skills and knowledge.

We treat people over 30 sites in and around London. This means that we can provide more first-class care and treatment in the community, closer to where people live and work.

Key to the delivery of this care is the processing and scheduling of new outpatient appointments. The Booking Centre is located at City Road and is the main new patient booking hub for City Road and a number of our outreach sites. It comprises of two large teams; the Bookings Team and the

Contact Centre. The team of booking administrators are responsible for processing all incoming referrals, from registration through to scrutiny, to scheduling an appointment. We work closely with services to ensure timely care is provided to patients. Staff are responsible for a service or group of services and rotate to build skills and knowledge with different services. The Contact Centre process non clinical calls from new, follow up and Oncology patients.

## MAIN RESPONSIBILITIES

- ☐ To manage the first appointment bookings for designated services, providing a professional, comprehensive and efficient service to the Trust's outpatient clinics based at City Road and its associated satellite units.
- ☐ To manage all GP referrals through the e-Referral System.
- ☐ To promote a positive image of the Trust's outpatient services through the provision of excellent customer service to patients, relatives/carers and external stakeholders, demonstrating a commitment to putting patient care first.
- ☐ To ensure high standards of data entry and quality are achieved and sustained across all services, in both paper and electronic record-keeping.
- ☐ To ensure adherence to the Trust's Access Policy at all times.
- ☐ To work as part of a large administrative team and provide cross- cover as and when required.

### 1. Appointment booking

#### Appointment Management:

- ☐ To ensure that all new referrals are registered on the Patient Administration System within 24 hours of receipt and the referral letter is forwarded to the relevant service via the document management system within the agreed time frame.
- ☐ To be responsible and accountable for all booking process for designated service or group of services, undertaking booking of appointments in accordance with procedures.
- ☐ To monitor the waiting list to ensure all patients are booked according to the Access Policy. To ensure that any potential breaches are escalated according to the Standard Operating Policy.
- ☐ Liaise with clinical staff regarding the provision of additional lists for the booking of appointments of patients who need to be accommodated urgently.
- ☐ To attend and contribute to weekly outpatient meetings, providing reports and analysis on waiting times and appointment booking.
- ☐ Monitor, analyse and co-ordinate the collection of data particularly in relation to activity linked with the waiting time standards and to support the performance report.

- ☐ Where issues and/or problems are identified with appointment booking, highlight these with clinicians, ensuring they are addressed in accordance with the Trust's Access Policy.
- ☐ To manage all GP referrals via the e-Referral System, ensuring that workflows are monitored and cleared within the agreed timeframe.

## **2. Contact centre**

### **Appointment management**

- ☐ Manage telephone enquiries from patients, carers and external agencies in relation to appointments and general enquiries in a courteous, professional and efficient manner ensuring accurate records are maintained, both manual and electronic, and appropriate action is taken in a timely manner.
- ☐ To answer patient queries relating to new and follow-up appointments, ensuring that queries are resolved at the time of the call where possible
- ☐ To manage appointment cancellations and re-bookings, ensuring that patients who call to cancel their appointments are offered another appointment before their breach date.
- ☐ Liaising with the assistant service managers and outpatient teams to resolve any outstanding queries.
- ☐ To ensure that queries not immediately resolved are tracked and resolved within the agreed timescale
- ☐ To adhere to all agreed KPIs, working flexibly to achieve this where required.
- ☐ To monitor email inboxes and to respond to queries within the agreed timescale.

### **Data quality**

- ☐ To adhere to all agreed Key Performance Indicators for booking and for data quality, providing exception reports where these are not met.
- ☐ Provide timely information on waiting lists, waiting times, workload and capacity and demand information which influences service provision.
- ☐ To be aware of the NHS 18 week referral to treatment (RTT) target and ensure all GP referrals are booked within time frame to avoid breaches, escalating any capacity issues to the relevant service manager.
- ☐ Check that patient information, such as address and general practitioner details, are accurate and up to date and make any necessary alterations to the patient's health record and patient administrative systems, as evidenced through the data quality audit.

- ☐ Assess patient eligibility for NHS treatment in accordance with Department of Health and Trust policies and procedures.
- ☐ To adhere to all Standard Operating Policies agreed for the department.
- ☐ Ensure that telephone calls are dealt with promptly at all times.
- ☐ Participate in the induction and training of new members of staff within the team, sharing knowledge and expertise of the administrative processes, functions and specialty specific knowledge.
- ☐ Participate in a rota system to provide cross-cover for other members of staff within the team to ensure consistent and effective service is maintained during periods of annual leave/sickness.
- ☐ Attend mandatory training required for administrative staff to ensure compliance with the Trust Mandatory Training Framework.
- ☐ To undertake any other duties as designated by the line manager which are commensurate with the grade.

## WORKING PATTERN

37.5 hours per week, Monday – Saturday between 0800 -1800 based on a roster system.

We reserve the right to vary your normal hours of work depending on service requirements and will, whenever possible give you reasonable notice of any variations. If the service requires it, you may be included in a rota system to cover extended hours.

## GENERAL DUTIES

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Trusts Information Governance Policy. The policy sets out the accountability and reporting arrangements for Information Governance in the trust and how assurance is provided that the Trust continues to meet at least the minimum standards of information governance compliance required by the NHS Information Governance Toolkit.
3. Disclosure and Barring Service (DBS) (formerly CRB) checks are now a mandatory part of the NHS Six Recruitment Check Standards for all staff whom, in the course of their normal duties, may have regular access to patients and children and/or vulnerable adults. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant and an unspent conviction will not necessarily bar applicants from being considered for employment. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act which outlines that convictions never become 'spent' for work which involves access to patients. Failure to disclose any 'unspent' convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a Code of Practice for organisations undertaking DBS checks and the trust has developed its own DBS policy in line with the guidance
4. The trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.

6. The trust is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
7. The trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.
9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the trust's infection control manual, this includes the 'bare below the elbow policy'. Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean/decontaminated as instructed by manufacturers and in line with the infection control/guidelines protocol and policy.
13. Any other duties as designated by your manager and which are commensurate with the grade.

Please note: The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

## Person Specification

Requirements	Essential / Desirable	How Tested
<b><u>Education / Qualifications</u></b>  <b>Education / Qualifications</b> <input type="checkbox"/> Educated to GCSE level (including English and Maths to GCSE A-C), or equivalent qualifications. <input type="checkbox"/> Evidence of continuing education and development	E  E	A/I  A/I
<b><u>Experience</u></b>		

Administrative experience	E	A/I
<input type="checkbox"/> Experience of working in a busy and demanding customer facing role	E	A/I
<b><u>Knowledge/Skills/abilities</u></b>		
Proficient in the use of MS Office IT software packages (eg MS Excel, Word).	E	A/I
<input type="checkbox"/> Appreciation and awareness of the data protection act	E	A/I
<input type="checkbox"/> Ability to work within a team in a multi-disciplinary service, maintaining an excellent working relationship with staff at various levels.	E	A/I
<input type="checkbox"/> Excellent oral and written communication and interpersonal skills	E	A/I
<input type="checkbox"/> Ability to work independently and take responsibility for day to day workload	E	A/I
<input type="checkbox"/> Ability to work under pressure and to deadlines	E	A/I
<input type="checkbox"/> Ability to prioritise	E	A/I
<b>Personal qualities</b>		
<input type="checkbox"/> In accordance with the Trust's values: - caring - organised - excellent - inclusive	E	A/I
<input type="checkbox"/> Resilient	E	A/I
<b>Other requirements</b>		
<input type="checkbox"/> Flexible approach to working hours to meet the needs of the service	E	A/I

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)





