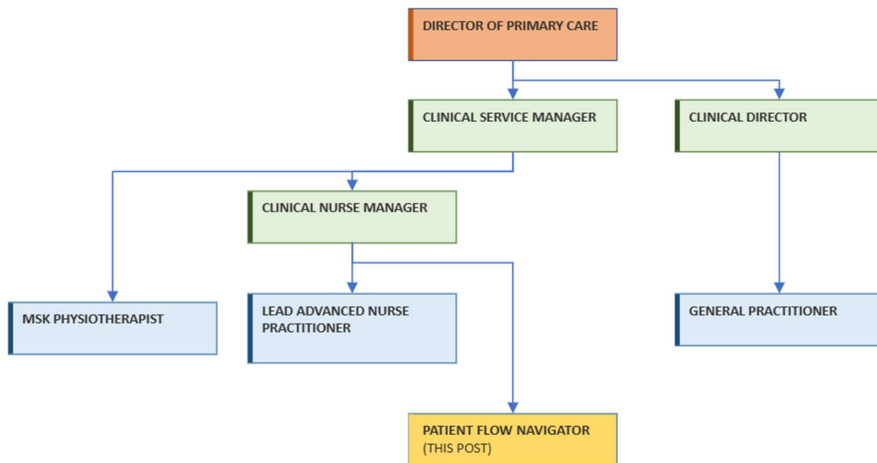


JOB DESCRIPTION

1. JOB IDENTIFICATION	
Job Title:	Patient Flow Navigator
Responsible to:	Clinical Nurse Manager
Professionally Accountable to:	Clinical Nurse Manager
Department:	LUCS
Directorate:	Primary Care Directorate
Job Reference:	L-LUCS-PC-PFN
2. JOB PURPOSE	
<p>To provide a professional, safe and effective patient-facing and administrative service within the Wester Hailes GP Walk-In Clinic, ensuring patients receive the right care, at the right time, from the right person. The post holder will act as a key point of contact for patients, carers, clinicians and partner services, using judgement, initiative and local knowledge to assess urgency, navigate patients through services and support the multidisciplinary team in a complex and fast-paced environment.</p>	
3. DIMENSIONS	
<p>The post holder is part of the multi-disciplinary team providing care to patients attending the Walk-In Clinic pilot at Wester Hailes Healthy Living Centre.</p> <p>The post reports directly to the Clinical Nurse Manager for Lothian Unscheduled Care Service (LUCS).</p>	

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

Lothian Unscheduled Care Service is overseeing the introduction of a 1-year pilot of a GP Walk-In Service in Wester Hailes Healthy Living Centre.

The Walk-In Service will be open to 75000 patients across 8 GP Practices in the South West Canal Cluster of Edinburgh.

The service will operate 7 days a week from 1200-2000 excluding bank/public holidays. The clinic will be staffed by GPs, Lead Advanced Nurse Practitioners, MSK Physiotherapists, Link Workers and Patient Flow Navigator (this post).

6. KEY RESULT AREAS

1. To communicate/liase with and maintain good working relationships with both the multidisciplinary team and other Healthcare and Social Care professionals to support provision of high standards of care.

2. Acting as first point of contact, managing patient enquiries utilising signposting guidance, using judgement to determine urgency and direct patients to the most appropriate service or clinician.
3. To have an empathetic approach to patients, carers and relatives when dealing with questions and enquiries, responding to suggestions or complaints and where necessary referring them to the registered nurse/GP.
4. Provide support to and assist the clinical team with administration tasks including printing and scanning key patient information and processing requests via IT systems, as required.
5. Carry out delegated housekeeping duties to support the smooth running of the walk-in centre to promote the effective and efficient use of resources.
6. To comply with NHS Lothian policies and procedures, guidelines and protocols to ensure safe working practices for self, patients and colleagues.
7. To maintain patient confidentiality at all times and to follow information governance policies and procedures.
8. Assist in supporting new staff through period of induction and probation.
9. Liaise with clinicians regarding urgent and non-urgent patient needs in line with protocols.
10. Arrange patient transport where required, including ambulance services and liaison with partner organisations.
11. Ensure patients and visitors are treated courteously, respectfully and made to feel welcome at all times.
12. Accurately input, update and maintain patient information on clinical systems in line with protocols.
13. Manage relevant inboxes, messages and documentation systems, ensuring urgent items are prioritised and escalated as required.
14. Process documentation, correspondence and records in line with confidentiality, GDPR and information governance requirements.
15. To demonstrate NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect and openness, honesty and responsibility through the application of appropriate behaviours and attitude.

7(a) EQUIPMENT AND MACHINERY

The following are examples of equipment which may be used when undertaking the role:

Communication aids:

Telephone, computers, personal alarms, intercom systems.

This list is not exhaustive.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7(b) SYSTEMS

The following are examples of systems which will be used when undertaking the role, where applicable (training will be included as part of induction to the role).

DATIX for recording incidents/near misses.

eLearning modules – personal development.

Intranet and internet – access to policies.

ADASTRA.

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The post holder works with a degree of autonomy within clearly defined protocols and policies, seeking guidance from the Clinical Nurse Manager or registered clinicians as required.

Workload is generated autonomously through patients presenting at the clinic.

Work is reviewed through supervision, performance review and ongoing feedback.

9. DECISIONS AND JUDGMENTS

To make timely decisions regarding patient prioritisation, escalation of concerns and allocation of work in line with local policies and protocols, within competence and escalating appropriately to registered staff.

Utilise signposting guidance, provided by local Primary Care partners e.g. citizens advice and local third-party agencies to aid effective patient flow to other services, ensuring patients receive the right care, at the right time, from the right person.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing competing demands and maintaining high standards of patient care in a busy, unpredictable environment.

Working with distressed, anxious, terminally ill or challenging patients and carers, including occasional exposure to verbal aggression.

Maintaining concentration and accuracy while dealing with frequent interruptions from patients and/or clinicians.

11. COMMUNICATIONS AND RELATIONSHIPS

Promote and develop good working relationships with patients, staff and visitors and between the department and other services.

The post holder will communicate and liaise on a regular basis with the patient, their family, carers and other significant people and the multidisciplinary team involved in the provision of care in a professional, caring and compassionate manner.

Use verbal, non-verbal and written communication to a high standard, taking account of communication barriers e.g. where English is not the person's first language, people with hearing difficulties etc and communicate effectively to deliver person-centred care at all times.

Communicate with other departments e.g. estates or procurement regarding resolution of local problems or to maintain stock levels.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

Manual dexterity in the use of keyboard/PC.

Sitting for long periods during each shift when undertaking administrative tasks.

Mental

Concentration required when prioritising patient care/workload in a busy environment.

Maintaining high levels of patient interaction daily and concentration required when dealing with members of the public.

Maintaining concentration when completing documentation or checking paperwork whilst subject to frequent interruptions from patients/relatives/team members.

Required to deal flexibly with frequently changing situations and unpredictable events (e.g. falls, patient illness) prioritising demands.

Constant awareness of risk factors and participation in real time risk assessments with other clinicians.

Emotional

Regularly required to communicate with distressed, anxious, worried patients/relatives/carers and supporting relatives / carers following receipt of bad news.

Supporting new staff and learners.

Environment & Working Conditions

Exposure to episodes of verbal and potential physical aggression from patients / relatives / carers daily (sometimes several times a day).

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRES TO DO THE JOB

Knowledge

HNC in administration or equivalent experience in an administrative setting demonstrating knowledge and application of office processes, procedures applicable to the role.

Previous administrative or GP receptionist experience.

Completion and maintenance of statutory & mandatory learning activities.

Awareness, understanding and compliance of policies and practices e.g. Escort Policy, Prevention and control of infection and Health and Safety.

Experience working under direct and indirect supervision.

Understanding of confidentiality, GDPR and information governance.

Skills required

Organisational and time management skills.

Excellent written and verbal communication skills.

Strong interpersonal and organisational skills.

Ability to work independently and as part of a multidisciplinary team.

IT literacy and confidence using clinical systems.

Training and personal development

Completion of one day in house training programme covering relevant systems, process and guidance.

14. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

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