

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	L&B Flow Centre Call Handler
Responsible to:	L&B Flow Centre Supervisor
Department(s):	L&B Flow Centre
Directorate:	Outpatients & Associated Services
Reference Number:	097523
No of Job Holders:	
Last Update:	March 2021

2. JOB PURPOSE

To support NHS Lothian and NHS Borders to manage safe and effective patient flow across the 42 sites by collating the appropriate information on Trak to book the appropriate and most effective transport option. This is determined by using guidelines to identify the most appropriate transport method and includes patients being repatriated to their home Board primarily across NHS Scotland.

To be responsible for ensuring provision of a single point of contact for NHS24 and health care professionals in the out of hours period to support LUCS Clinical in the delivery of an unscheduled care service to patients across Lothian. This will include the allocation of urgent /emergency appointments for Primary Care Emergency Centres (PCECs).

3. DIMENSIONS

To be a single point of contact for NHS Lothian and Borders, and by applying NHS Lothian and NHS Borders taxi policy, determine and book the most appropriate and cost-effective transport option which includes internal courier services, taxis, couriers, and Blood Bikes Scotland.

By speaking directly to patients by telephone, and applying the appropriate guidelines, book either bus or rail transport for patients to Golden Jubilee National Hospital, Glasgow.

By using Adastra, book appointments for Primary Care Emergency Centres (PCECs) for urgent patients' referrals as directed by NHS 24.

The NHS Lothian Flow Centre is a unique model of service delivery to support the interface between primary, secondary, community and social care services. There is no similar model nationally.

The Flow Centre manages a total of 260,000 calls per year (2018) of which 136,000 are for referrals for same or next day urgent acute care both in hours and in the out of hours period.

The Flow Centre also manages all requests for safe and timely transport for discharges and transfers across Lothian & Borders, managing its own fleet of transport to enhance that provided by other agencies including the Scottish Ambulance Service.

As NHS Lothian is a national tertiary centre this role requires linkages to other Boards in Scotland and the occasional management of UK wide and international transport requests. The service is managed 24/7 365 days per year. The Lothian and Borders Flow Centre has a key role in the coordination of capacity across all 3 adult acute sites to support urgent flow 24/7 365 days per year.

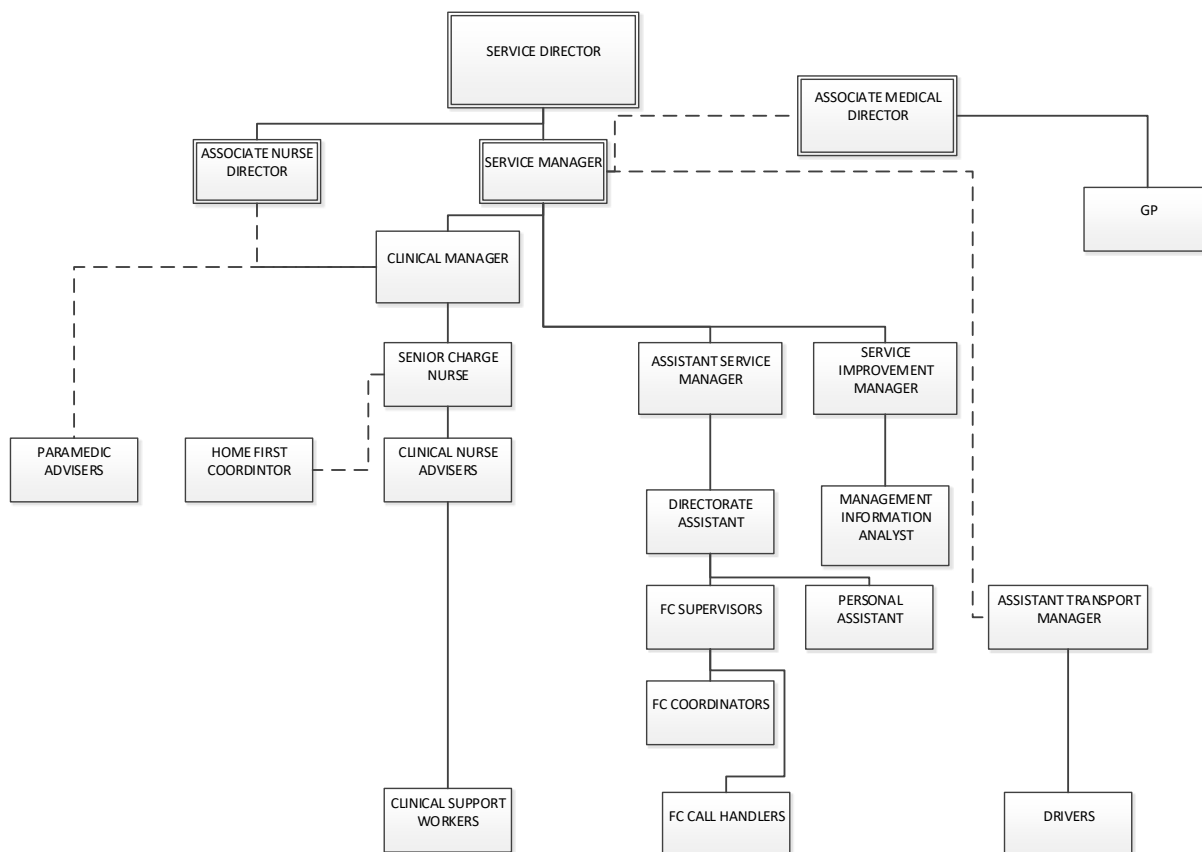
This role works collaboratively and clinically with Lothian Unscheduled Care Service (LUCS) local Integrated Joint Boards, HSCPs, 3rd sector, GPs and other social and health care partners to develop pathways and signposting for alternative forms of care for patients.

The Lothian and Borders Flow Centre has a key role in major incident/ adverse weather, major transport disruption and business continuity.

The postholder has no budgetary responsibility however, they are responsible for sourcing the most financially appropriate patient transport option to minimise NHS Lothian spend on taxis and couriers while acknowledging the safe and appropriate carriage of staff, patients and equipment.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Directorate of Outpatients and Associated Services sits within the Acute Services within NHS Lothian. This Directorate is responsible for:

- The management of all external healthcare provision to ensure that adequate resources are available to meet waiting times legislation and benchmark services ensuring they provide value for money, (circa £8-10m per annum).
- The operational management of Outpatient Services across NHS Lothian to effect the implementation of standardised, efficient and patient-centred pathways and processes. Ensure compliance with all governance standards. Delivering effective and efficient clinical services (in excess of 1 million patient attendances per annum).
- Leadership of implementation of the Modern Outpatient Strategy and the modernisation of outpatient services to reflect changes in roles and priorities across primary and secondary care.
- The management of acute Diabetic and Endocrinology and Dermatology services across Lothian, ensuring the service is patient centred and responsive to the needs of these long term conditions patient groups (£13.4m budget).
- The redesign of outpatient services across NHS Lothian, standardising processes to optimise capacity and exploring and implementing new ways of working to optimise the experience for the patient (the redesign of models of care affecting 68,000 patient attendances).
- The management and further development of the Lothian Flow Centre for all acute services in NHS Lothian, which supports the incoming and discharging flow of patients in real time across all sites (125,000 calls per annum and 101,000 patient/general transport journeys).

6. KEY RESULT AREAS

1. By following current guidance and protocols e.g. Patient Needs Assessment (PNA) for patient transport or NHS Lothian and Borders Taxi Policy for staff transport, obtain detailed information on each individual case to determine the appropriate patient transport solution, including where required challenging requests for transport made by staff at all levels across NHS Lothian or NHS Borders. Continual evaluation of this information and adapt to changing individual patient requirements and transport availability to support patient flow and ensure best use of resources.
2. Responsible for ensuring provision of a single point of contact for NHS24 and health care professionals in the out of hours period to support LUCS Clinical in the delivery of an unscheduled care service to patients across the Lothian area. This will include the allocation of urgent /emergency appointments for Primary Care Emergency Centres (PCECs).
3. To accurately collate and document, in a timely manner, patient information using multiple systems concurrently for onward referral to the appropriate clinical receiving teams and the transportation of patients to the receiving hospital/services
4. To act as a single point of contact in relation to patient transport for patients outwith Lothian who require to be seen and treated within our Services and then transported back to their Board area e.g. Collation and documentation on Trak of information received from clinicians for repatriation journeys to other Boards using knowledge and skills to ensure appropriateness of transport option and staff skills required, single point for other Boards who are trying to efficiently utilise transport options available
5. To communicate and negotiate effectively with a range of Health Care Professionals regarding patient flow and transport to achieve appropriate outcome based on patient acuity and transport resource e.g. work in Partnership with RVS to provide a patient discharge car service, Red Cross in Midlothian to provide a supported discharge pathway
6. By speaking directly to patients by telephone, and applying the appropriate guidelines, book either bus or rail transport for patients to Golden Jubilee National Hospital, Glasgow.

7. To be a single point of contact for NHS Lothian and Borders, and by applying NHS Lothian and NHS Borders taxi policy, determine and book the most appropriate and cost-effective transport option which includes internal courier services, taxis, couriers, and Blood Bikes Scotland.
8. By using Adastra, book appointments for Primary Care Emergency Centres (PCECs) for urgent patients' referrals as directed by NHS 24.
9. To demonstrate effective team working with all internal and external staff and, to contribute to the training, support and mentoring of new staff.
10. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes
11. Ensuring that the NHS Lothian Confidentiality Protocol and Data Protection Policy is adhere to at all times.

7a. EQUIPMENT AND MACHINERY

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- Computer
- Telephone
- Mobile telephone
- Printers
- Photocopier
- Vehicle tracking devices
- Flow Centre vehicles and cars Vehicle tracking devices
- Hand held computer devices (iNurse)

7b. SYSTEMS

- Trak (patient management system) (Lothian & Borders)
- Cordic (Taxi web browser)
- BT Cloud (call centre technology)
- LearnPro
- Flow Centre Intranet website resources
- Microsoft Office Software
- Adastra (Out of Hours Patient management System)
- iCabbie (taxi booking)
- Hospital bleep system

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

8. ASSIGNMENT AND REVIEW OF WORK

- The postholder works within clearly defined guidelines and protocols supported by the Flow Centre Supervisor but is responsible for managing their day to day workload. The workload is largely driven by the needs of the patient referrals and there is a need to be able to prioritise caseload and work as effectively as possible. Referrals can be generated by: GPs, NHS 24, LUCS Clinical, Integrated Joint Boards, wards and departments, Scottish Ambulance Service, Patients, Staff, Other Health Boards
- Work is self-directed across both planned and unplanned activity. The post holder is required to demonstrate good judgement and the ability to prioritise decisions. Planned work will be allocated by the line manager. This requires effective joint working and strong communication amongst those staff working within this role.
- Annual objectives will be set and reviewed by the Flow Centre Supervisor in accordance with NHS Lothian performance management framework

9. DECISIONS AND JUDGEMENTS

- Ensuring expectations of timescales for patient appointments are identified and any difficulty in meeting these are escalated to the Flow Centre Supervisor.
- Responsible for escalating to Flow Centre Supervisor any issues that impact on transport either for patients or staff e.g. Courier not available and cannot meet demand.
- Use Patient Needs Assessment to advise on the most effective appropriate transport option available seeking advice from Flow Centre Supervisor if required
- Responsible for applying NHS Lothian and NHS Borders taxi policy to each request and advising caller if they do not meet the criteria

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- In a service that is for patients requiring appropriate and timely transport and where workload is variable, challenges lie around times when transport resources are limited.
- Ensuring that all patient information is accurately documented to assist Flow Centre Coordinators and Ambulance Control in allocating appropriate transport.
- Dealing professionally, effectively and efficiently with staff from wards and departments across Lothian & Borders and HCPs via professional to professional call line as required.
- Ensuring that patients are appointed to the appropriate PCEC in a timely manner within the timescales determined by NHS 24.

11. COMMUNICATIONS AND RELATIONSHIPS

The postholder will be required to establish and maintain excellent written and verbal communication skills, including negotiation and skills of persuasion, with a wide range of NHS, Social Care and 3rd sector staff within Lothian and across the wider NHS system all matters relating to patient journey including:

Internal

Ordering transport/ general enquiries:

Internal

- All levels of staff across NHS Lothian and Borders
- AHPs
- Pharmacy staff
- LUCS Clinical

External

- Scottish Ambulance Service – general enquiries/ bookings
- Taxi companies – bookings
- Pharmacists - bookings
- NHS 24 - bookings
- District Nurses – general enquiries
- Patients – bookings

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

- Working at PC for approximately 95% of time in a restricted position in a busy call centre Environment recording real-time information. Advanced keyboard skills requiring speed and accuracy in recording patient details from wards, departments and patients.

Mental

- Concentration required when responding to a high volume and rapid throughput of telephone calls with potentially high impact on patient's outcome and discharge profile across Lothian if mistakes are made.
- Prolonged periods of high activity with unpredictable workload
- Constant requirement to answer telephone promptly.

Emotional

- Occasionally dealing with verbal aggression and with challenging and determined members of staff.
- Exposure to confidential clinical information that at times can be distressing
- Noisy, room with fluctuating temperatures

Environmental

- Noisy, open call centre environment.
- Continuous use of VDU

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

- SCQF level 6 e.g. SVQ2 administration
- Previous experience of working in a healthcare setting or call centre / other public environment.
- Excellent communication and customer service skills
- Excellent IT skills including telephony equipment/systems and use of databases
- Excellent organisational skills
- Experience of working in a team

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: