|  |
| --- |
| JOB IDENTIFICATION |
|  Job Title: Medical Services Waiting Times Co-ordinatorResponsible to (insert job title): Medical Secretarial Services ManagerDepartment(s): Medical ServicesDirectorate: Acute ServiceOperating Division: Acute Medical ServicesJob Reference:No of Job Holders: 1Last Update (insert date): December 2023 |

|  |
| --- |
| 2. JOB PURPOSE |
| This is an administrative post with responsibility for ensuring the delivery of waiting times targets within assigned Medical Specialties. This involves ongoing monitoring of outpatient, inpatient and day case waiting lists to ensure efficient and effective co-ordination of all appointments and admissions within waiting times targets. Where necessary the postholder will liaise with Consultants, and other staff, to implement corrective action where a potential problem is identified; this may include identifying the need for additional clinic capacity and negotiating additional clinics within a delegated waiting times budget.The postholder is responsible for maintaining accurate week by week scheduling of clinics (taking account of on-call requirements) and liaising with Consultants and Senior Staff to ensure maximum utilisation of clinic capacity. This includes forward planning for pressure periods such as peak holiday times.The postholder will be required to participate in audit and quality assurance programmes including suggestions for service improvement. The postholder will be required to keep up to date with local and national current waiting times and legislation (e.g. Cancer targets, 18wks RTT and 12wks TTG) |

|  |
| --- |
| **3. DIMENSIONS** |
| The postholder will be based at University Hospital Crosshouse and will have frequent liaison with Consultants, Associate Specialists, Junior Medical staff, Nursing staff, Nurse Practitioners, Cancer Trackers, RMS staff, Medical Records staff, Medical Secretaries and Outpatient staff. Investigating and finding solutions for a variety of issues concerning Consultant, Nursing and Administration problems. |

|  |
| --- |
| 4. ORGANISATIONAL POSITION  |
| Assistant General ManagerMedical ServicesWaiting Times CoordinatorRemobilisation ManagerMedical SpecialtiesMedical Secretarial Services ManagerMedical Specialties |

|  |
| --- |
| 5. ROLE OF DEPARTMENT |
| The department is required to deliver a safe service, within budget and meeting the current waiting times targets: 18 weeks from first referral to treatment and within this 12 weeks Treatment Time Guarantee.Clinics and theatres are generally held Monday to Friday between the hours of 9am and 5pm although some are held in the evenings and weekends, and such sessions also have to be co-ordinated working collaboratively with all other support services. The precise requirements of each session may vary according to current service pressures, e.g. diagnostics (flexible cystoscopy, haematuria assessment, prostate assessment, etc.) outpatient treatments, day case or inpatient procedures.The Department operates as an integral part of NHS Ayrshire and Arran, promoting patient centred services, based upon local and national strategies, taking account of the Organisation’s Clinical, Corporate and Staff Governance Agenda. |
| 6. KEY RESULT AREAS |
| Maintain up-to-date knowledge on all relevant waiting times targets and the complex rules around this.* Maintain up-to-date knowledge of all clinical guidelines and regulations, to help maintain an accurate scheduling system for the outpatient clinics.

Monitoring of all patients on relevant waiting lists against waiting times targets using various electronic systems, e.g. PMS, Business Objects, Opera.* Monitoring of all return waiting list (e.g. outpatients and outpatient treatments) to ensure patients are reviewed at the appropriate time.
* Daily liaison with Consultants, Medical Secretaries, and Health Records staff to update the clinic schedule in respect of clinic cancellations, reduced clinics or other amendments to the regular template.
* Forward planning of required capacity to manage demand over the short, medium and long term, taking into account conversion rates from outpatients to inpatients. This involves monitoring information on the number of referrals and patients added to waiting lists, calculating the likely capacity based on numbers of staff available, casemix etc., having insight into possible changes in practice and demand and working out any gap. Thereafter the postholder requires to consider various options for meeting this gap and to make a recommendation for and negotiate requirements.
* Negotiation with Consultant and other clinical staff to deliver additional activity where planning indicates this is necessary. Proactively undertake to reallocate available clinic and/or theatre sessions to another clinician, where appropriate and best matching capacity to waiting list demand. Employing both negotiation and persuasion skills to arrange replacement sessions. Arrange all aspects of additional sessions booked, e.g. Outpatients Sister for Clinic Nurse support, Diagnostic facilities, X-ray, Medical Records for Receptionist and casenotes.
* Close monitoring of waiting times spend against allocated budget, undertaking forward planning to ensure that this is managed effectively and taking corrective action where deviation is identified. Maintain accurate records of additional “recycled” sessions including flexible, in-lieu and paid sessions.
* Provision of weekly waiting times situation report (including cancelled and reduced sessions) for Assistant General Manager, General Manager, and Assistant Director.
* Provide regular and ad-hoc reports to various formal waiting times and finance groups detailing service performance and funds committed by postholder against planned budget to deliver this performance.
* Coordination of additional waiting list payments for medical staff in order to ensure that appropriate payments are made to each individual. Provision of monthly report to Payroll Manager and Management Team detailing payments required to each individual against the nature of additional activity delivered.
* Monitoring of clinic and theatre utilisation. Use of same information in order to take action to ensure additional patients are booked where available spaces are identified. Provision of reports on clinic and theatre utilisation and liaison with Manager and Clinical Director regarding same, clearly indicating areas which postholder has identified for improvement.
* Through development of close working relationships with staff, identify areas where appropriate change may support enhanced service delivery.
* Maintain and input information into a database, which is used to keep track of any consultant cancellations or amendments to clinics within a 6 week notice period.
* Maintain liaison with visiting consulting service (such as those provided by NHS Glasgow and Clyde) to ensure appropriate allocation of clinic space.
* Co-ordination of referrals based on agreed protocols and ensuring that patients are added to appropriate waiting lists.
 |
| * Collecting and evaluating a wide variety of data on clinical activity, including the number of clinics held per week/month and the number of patients seen. Conduct patient satisfaction surveys, intended outcome being to provide information as to how patients evaluate the service they experienced. Calculating the throughput of patients per month and be able to use this information to access specific statistics, i.e. the number of new patients seen. Utilising information coming from a range of IT, software and paper-based sources, to provide operational information for improvement.
* Using available information creating graphics via Excel to help represent audit results, operational variation and clinical activity. A sound knowledge of Statistical Process Control and its application/s should be developed. Thus allowing interpretation, analysis and development of corrective action plan/s.

Where appropriate, assist Nursing staff in the retrieval of clinical results and other information required for the smooth running of clinics. |

|  |
| --- |
| 7a. EQUIPMENT AND MACHINERY |
| * PC/Hard Drive
* Printer
* Telephone & Voice Mail
* Photocopier/Scanner
* Shredding Machine
 |
| **7b. SYSTEMS** |
| * Competent in the use of various software packages including MS Word, MS Excel, MS Access, MS Outlook.
* Requires to use patient information systems e.g. PMS, Opera, Business Objects.
* Requires to use the Intranet.
* Manual records – Copies of clinical cancellations and past OPD Schedules must be kept for reference.
 |

|  |
| --- |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The postholder operates with a degree of autonomy within the overall sphere of responsibility. In general the postholder is responsible for managing their own time and ensuring that duties are undertaken and completed timeously. The postholder must initiate problem solving in order to identify and take corrective action on a regular basis. Using their knowledge of clinic and theatre scheduling, they will need to anticipate the changing needs of the department and implement the changes required. Timing of duties will be largely driven by the actual scheduling of individual clinics and theatres, and notice required for amendments to clinics, as per departmental policy.The postholder works unsupervised. The Remobilisation Manager will be available for advice when necessary. The Remobilisation Manager has a weekly informal update meeting with the postholder but the postholder must be able to resolve most issues without reference to the Manager. Formal review of performance is undertaken every 4-6 months and through annual appraisal. |

|  |
| --- |
| **9. DECISIONS AND JUDGEMENTS** |
| The postholder is required to make judgements and decisions with a degree of independence working within general rules and budget allocation. The postholder is expected to make considered recommendations to the Directorate which may impact on the availability of resources to support clinical activity. Decision will affect the ability of the department to meet nationally agreed targets, and expenditure against waiting times budget. Decisions may also affect individual patient care through a change of hospital treatment. The post holder is expected to resolve some local problems independently, and have the ability to assess and respond to operational issues as they arise as well as ensuring that clinical resources are optimised. |

|  |
| --- |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Maintaining an overview of a very significant volume of patient waiting list entries (both new and review) at any one time, in a system which is very fluid and changes daily with changing clinical demand, patient requests and other constraints such as equipment and accommodation issues. This requires frequent reallocation of priorities often several times per day, and re-checking of previous assumptions and calculations.
* Influencing Consultant and other Clinical staff to deliver additional activity at times in very tense and fragile situations, where there is often resistance to do so.
* Delivering waiting times targets within the challenge of a service where demand is ever increasing and often outstrips supply, within the allocated budget.
* Effectively managing own workload to meet ongoing changes and development and conflicting timescales.
 |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Frequent communication, largely face to face with Consultant Medical Staff to establish and negotiate scheduling of clinics and theatres.
* The postholder will be expected to communicate effectively verbally and in writing with the multidisciplinary team, colleagues and senior staff.
* Verbal update and presentation of performance at formal Waiting Times and Directorate meetings.
* Provision of written reports regarding performance, capacity planning and expenditure.
* Adhere to the Organisation’s policy on confidentiality, including Caldicott guidelines and the requirements of the data protection act.
* Dissemination of relevant information to appropriate persons.
* Utilise communication skills to motivate others.
* Use appropriate negotiation and persuasive skills to achieve optimum outcomes for service users.
* The ability to communicate clearly and consistently with all levels of staff.
* Regular communication, primarily by telephone and by e-mail with Medical Secretaries and Medical Records Staff to ensure clear information regarding scheduling of clinics and theatres.
* Regular communication face to face and by telephone with Day Surgery, Main Theatre, and Outpatient Nursing staff.
* Some communication with patients as part of day to day involvement in clinic area and in response to queries and complaints.
* Communication with technical staff in relation to the complexity of clinic set up and appointment types to ensure optimum utilisation.
 |

|  |
| --- |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Mental Effort*** Effective time management skills with the ability to manage own time to meet operational priorities.
* Periods of concentration required to analyse waiting lists. This involves exporting waiting list data from PMS into MS Excel and analysis of same containing several thousand rows of data, where each row represent the details of one patient’s waiting list entry. This will equate to approximately 40% of the working week.
* Able to deal with frequent interruptions which may change priorities and require a change in focus of task being undertaken at that time. This may be as frequent as every two hours.
* Ability to pro-actively seek solutions to operational issues and take them forward.

**Physical*** Able to use PC and associated equipment.
* Moderate physical effort required, associated with frequent walking around department to find appropriate individuals.
* Spending 50% of time at desk, incorporating computer access time.
* Occasional physical effort required to locate and collect multiple casenotes for review or investigation relating to complaints.

**Emotional Effort*** Has appropriate level of self-assurance and able to approach and question staff at various levels, including Consultants.
* Calm and resilient under pressure e.g. where clinic slots are cancelled at short notice and prompt action required to replace and/or advise OP Sister of need to reallocate staff.
* Able to deal with conflict situations e.g. when attempting to replace clinic slots and the persuasion of clinical staff to best assist in maintaining patient flow.
* Able to deal with conflict situations with patients and/or their families when appointments/admissions have to be cancelled at short notice. This may be via telephone or in person.
* Adaptable and flexible.
* Able to deal with frequent interruptions which may require a change of task.
* Demonstrates good organisational skills.
* Able to deal sensitively with personal and difficult situations.

**Environmental*** Works consistently within a busy and varied environment.
* Is able to move between areas in order to seek information.
 |

|  |
| --- |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Educated to HND level or have equivalent qualification; or with equivalent level of knowledge.
* Previous experience in the coordination of waiting list.
* Have worked in NHS either in an administrative or clinical post.
* Good working knowledge of waiting times targets and the rules around the management of waiting lists.
* Skills for investigating a variety of issues and proposing solutions; dealing with complex enquiries.
* Confident approach whilst demonstrating excellent communication skills across a wide range of clinical and professional groups.
* Advanced skills in use of MS Excel in order to import/export data and interrogate electronic waiting list.
* In-depth IT and literacy skills, including experience with Patients Administration Systems, Outpatient Scheduling Systems, MS Word, MS Excel, MS Access and E-mail.
* Evidence of ability to work on own initiative.
* Ability to learn new software packages rapidly.
* Confident approach, demonstrating excellent communication skills across a wide range of clinical and professional groups.
* Ability to work in a team environment or on your own initiative.
* Demonstrate ability to manage time, prioritise workload and be flexible in approach to working practices.
* Good people skills and able to indicate previous experience of dealing with a range of professional groups and members of the general public.
 |