



PATIENT FLOW CO-ORDINATOR

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

Job Title	Patient Flow Co-ordinator
Band	3
Directorate	Service Delivery Directorate
Accountable to	Directorate Manager, Emergency Medicine
DBS Required?	No

JOB PURPOSE

The post holder will be a member of the Emergency Department Team working directly with the ED Nurse Coordinator supporting the management of all attendances, admissions, and discharges for Emergency Department patients by facilitating an efficient, effective and timely management of patient's diagnostics, decisions and utilisation of beds and resources.

KEY AREAS

Discharge/Admission Liaison Services

- To work directly with the ED coordinator to support the safe and effective flow of patients through the department in line with the 4 hour patient safety standard.
- To monitor performance in all areas in particular minors, within the Emergency Department. This will include chasing diagnostic results to support clinical decision making as appropriate.
- Escalation of unnecessary delays to the relevant departments to support patient flow.
- To support performance in relation to Care Quality Indicators in particular time to initial assessment, time to treatment and total time in the department with appropriate escalation to Nurse in Charge/Consultant in Charge/Departmental management team.
- To liaise with inter-disciplinary team regarding discharge/admission arrangements of patients.
- To ensure that internal professional standards are adhered to – initially contacting speciality doctors directly and escalating to Nurse in Charge/Consultant in Charge/Departmental management team when standards are not adhered to.
- To collate information in relation to none compliance by speciality teams to internal professional standards.
- To ensure completion of relevant documentation in relation to breaches avoided and actions taken.
- To liaise with other agencies and carers as required to provide effective communication and thus to enable timely discharge / transfer of patients out of the Emergency Department

Communication & Relationships Skills

- To gain respect of and develop close working relationships with clinical and non-clinical staff to assist with the provision of effective management of patients and bed utilisation.

Administrative and Clerical

- To assist in the accessing diagnostic results and escalate delays to the Nurse in Charge/Consultant in Charge/Directorate management team.
- To receive patients, visitors and staff in a calm, friendly and efficient manner
- To obtain documentation of previous attendances when required.
- To maintain records and gather data for statistical purposes.
- Answer telephone and resolve queries from relatives of patients when appropriate and answer queries from other hospital departments.
- Provide timely and accurate information regarding bed availability and ensure that this information is made available to the Nurse in Charge.
- Generate reports as requested by the Operational Management team.
- The post holder will have the ability to communicate clearly and effectively.
- The post holder will maintain a visible and active presence in the Emergency Department.
- Work with other centres to ensure the most efficient use of beds to deliver smooth, efficient and timely patient pathways.

Knowledge, Training & Experience

- Evidence of working within a busy acute hospital.
- Knowledge of hospital terminology.
- Accuracy and data entry skills.
- Experience of managing patient admissions and discharges.
- Awareness of National Access Targets and Care Quality Indicators.

Analytical and Judgement Skills

- To participate in Trust projects/initiatives as appropriate.
- The post holder will be required to analyse, assess, and make amendments in order to produce effective and accurate reports in relation to breaches saved and action taken.
- To report concerns, errors, or inaccuracies to the Nurse in Charge/Directorate management team.
- Collate data regarding demand and capacity and be proactive in establishing systems for problem solving.

Planning & Organisational Skills

- Support the delivery and achievement of care quality indicators, both those agreed locally and dictated by national policy.
- Excellent organisational skills are essential as the post holder will be required to work under the direction of the Nurse in Charge and manage their own day to day work load in such a way that they are able to meet deadlines.
- Work with the Emergency Department to establish an effective system for the management of patients in all areas and the beds to ensure efficient patient throughput.
- Identify and predict potential breaches to the Nurse in Charge and Operational Managers

PHYSICAL SKILLS

Patient/Client Care

- Patient/Client contact will be incidental
- The post holder will support the Emergency Department in efficient management of patients and bed utilisation ensuring appropriate patient pathways are followed.

Policy and Service

- Make an effective contribution to groups concerned with the management of Emergency Department patients and admissions/discharges.
- Contribute to the organisation and development of the Emergency Department by attending team briefings and department meetings.
- The post holder will follow and work within the guidelines as set out by Trust policies and procedures.

Physical, Mental and Emotional Demands of the Post

- To handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with frequent interruptions whilst in periods of concentration.
- Excellent use of Microsoft office programmes, particularly Excel
- Frequent walking of Emergency Department to obtain patient status.



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">• NVQ level 3.• Basic computer skills• A good standard of numeracy and literacy	<ul style="list-style-type: none">• NVQ level 4 or willing to work towards.

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Awareness of National Access Targets• Good understanding of the way in which a hospital works• Evidence of relevant experience of working within a busy hospital environment• 2 years experience of working within an acute hospital environment	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Evidence of effective team working to deliver and improve services. • Ability to analyse complex information. • Evidence of recent personal development • Ability to work on own initiative. 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Behaves in an open, ethical and professional manner. • Aware of own strengths and limitations • Able to balance own plans and priorities with those of the service and other team members. • Able to demonstrate a level of personal confidence necessary to overcome barriers. • Must be flexible with working patterns. • Patient focused. • Good communication and interpersonal skills 	

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.





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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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TF1 6TF

[Getting to The Princess Royal Hospital](#)