



COMPLEX DISCHARGE FACILITATOR 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	Complex Discharge Facilitator
Band	3
Directorate	Operational Delivery
Accountable to	Asst Operational Manager / Complex Discharge Operations Manager
DBS Required?	No

JOB PURPOSE

Inform ward based Patient Journey Facilitators and Ward Co-Ordinators of updates and relevant information to ensure patients' are discharged in a safe and timely manner.

Whilst this is primarily an office based role, you would be expected to work on the wards to support ward based Patient Journey Facilitators as and when the service demands.

Daily update of database with regards to the failed discharges across both sites.

Actively seeking to ensure that all patients are managed through their pathway. Where this is not likely to be met; to proactively take steps to ensure that patients investigation and treatment schedules are brought

back within target.

To understand the pathway of each individual patient on the Complex Worklist; monitoring their progress and ensuring timely intervention is achieved..

Red 2 Green Summary

The red and green day approach (created by Dr Ian Sturgess, NHS Improvement Senior Clinical Improvement Adviser) resonates with clinical and managerial teams as a simple method to reduce unnecessary waiting for patients.

"Reducing unnecessary waiting for patients, and unnecessary chasing up by staff has to be a win win for everyone working in and using our health and care systems. The risks for our patients are well documented and significant" Dr Ian Sturgess

The approach is all about creating and delivering expectation for our patients and colleagues. Red 2 Green aims to ensure that everyone, especially the person receiving care, knows what the next steps are and knows that the system of care is ensuring there is no waste of their time. This is a non clinical role.

Main Duties and Key Responsibilities:

- To take personal responsibility for administrative co-ordination and sequencing of the clinical pathway for a range of patients at various stages in their clinical journey.
- For each individual patient, to understand current and future requirements; and then to take proactive steps through current action and forward planning, to ensure this pathway is maintained.
- Attend daily Integrated Discharge Team (IDT) team meetings, and identify the patients who require the support of social services and or CCG to facilitate discharge.
- Ensure the accuracy of the information entered on the Computerised SEMA system and that PSAG Boards are updated followed with plans and actions.
- To support ward based colleagues to challenge the progress of patients' journeys with all members of the ward teams. To persuade clinical service providers to alter existing appointments to ensure the clinical pathway is maintained.
- Where personal intervention is unsuccessful, to identify through the escalation policy to complex Discharge Operational Manager any deviation from expected pathway in a timely manner to allow corrective action to be achieved.
- Deal with non-clinical queries from general members of the IDT multidisciplinary team, liaising with voluntary organisations
- To contribute to an effective communication mechanism particularly with regard to the process and progress of discharge arrangement, ensuring that the user/carer are included.
- Refer to and develop a good understanding of referral processes to social care, intermediate care, rehabilitation teams, community hospitals, Red Cross home from hospital.

Data management:

- The Post holder will be highly proficient in the use of computer and information systems, where data collection across multiple systems is required; recognising the vital requirement for the highest levels of accuracy and quality assurance.
- Ensure the accurate and timely capture of data to meet the standards of the Trust and professional bodies with relation to Red 2 Green.

- Provide regular feedback to the Project Manager / CD Operational Manager, nominated wards and others as deemed necessary.
- To ensure confidentiality of all Medical Records and information relating to the patient.

Service Improvement:

- Support Trust-wide modernisation of clinical services to improve the speed of patient access to consultation, diagnosis and treatment
- Record and interpret data on processes as required
- Support clinical teams to improve the patient and carer experience.

Supervision and Training

- The post holder will be required to train new members of staff
- The post holder will be required to advise other staff members in the Trust the principles of Red 2 Green.

Systems and Equipment:

- Trust PAS systems
- MS Office packages
- National data systems

Freedom to Act

- Works autonomously under own initiative/identifies and monitors risks in delivering service change, reports on and escalate as appropriate.
- The postholder must be able to represent the Trust when dealing with external suppliers, partners, other healthcare providers, commissioners, customers and Patients groups.
- Propose and deliver service improvements that may impact beyond the functions e.g. cross-divisional or Trust wide, and be responsible for implementation.

Physical, Mental and Emotional demands of the post

- The role will involve will involve a combination of sitting, standing and walking with some additional physical activity required in some circumstances. There will be a frequent requirement for prolonged periods of use of a VDU, e.g. for the regular production of reports, and a requirement for close attention to detail requiring periods of extended concentration. There will be occasional exposure to emotional/distressing circumstances when dealing with change management issues.



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"> • 5 GCSE/'s or equivalent Grade 9-4 including English language and mathematics 	<ul style="list-style-type: none"> • Medical Terminology • ECDL • RSA 3

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Data Collection and Validation • Extensive experience of working with in a health care environment • Evidence of Knowledge of Medical Terminology. • MS office applications • Fully PC literate • Advanced keyboard skills • Ability to report and present information • Ability to work to tight deadlines • Excellent Organisational Skills 	<ul style="list-style-type: none"> • Hospital IT systems

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent Communication Skills. • Ability to work well within a team. • Able to prioritise own work and take ownership of this. • Methodical and Accurate. • Working under pressure to tight deadlines. • Self motivated. • Flexible to meet needs of service. • Ability to work on own initiative. • Competent to work in role with minimal 	

<p>supervision and geographically remote from line manager.</p> <ul style="list-style-type: none"> • Demonstrates a caring and responsible attitude. • Places patient in centre of all they do. • Receptive to change. • Values others ideas and opinions. 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to meet the travel requirements of the post • Ability to work at all Trust sites. • Able to work weekends and Bank Holidays • Smart Dress Code - adherence to Trust Polic 	

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

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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Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)