



## 1. JOB DESCRIPTION

Job Title: Relief Call handler

Location: Longbow

Hours of Work: 25 hrs pw

Responsible To: Call Centre Manager

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## 2. JOB SUMMARY

**This role is an amalgam of the CCC co-ordinator and Despatch role, therefore the duties will be a composite of these two roles. The two activities will be carried out simultaneously.**

You will be supporting a clinically lead team whose main role is to coordinate and facilitate the care of patients being admitted to hospital from their GP surgeries and also act as a single point of contact for GP's accessing emergency secondary care. You will be dealing directly with health care professionals and patients over the phone, via email and electronic fax. You will be responsible for dealing with confidential patient information and ensuring all information entered into our systems is accurate.

You will receive incoming calls promptly and efficiently from Patients, Health Care Professionals and services, processing onto Shropdoc's operational and clinical applications or other as appropriate, in accordance with laid down guidelines, fast tracking to the appropriate health care professional or service. To carry out general administration duties.

Additionally, as a despatcher, you will be responsible for the smooth running and efficiency of the 'Patient Pathway' in ensuring that all Home Visits and Base Appointments are undertaken in a timely manner and in accordance with laid down procedures and timescales.

The role has no fixed pattern as you will be expected to provide absence cover, with a minimum of two weeks' notice. It will involve a mix of in-hours and out of hours shifts (including some overnights) over a mix of weekdays, weekends and bank holidays.

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### 3. KEY TASKS AND RESPONSIBILITIES

1. To receive incoming calls promptly and efficiently from Patients, Health Care professionals and services, process onto Shropdoc's operational and clinical applications or other as appropriate, in accordance with laid down guidelines, fast tracking to the appropriate health care professional or service.
2. To ensure all calls are input into our Clinical software in a precise and timely manner.
3. 3 To arrange and send all the relevant paperwork to healthcare providers in a timely manner.
4. To ensure that all associated administration is completed including scanning/photocopying.
5. To book patient transport using the appropriate service, enabling patient's calls with ambulance if emergency transport is required as defined by our 999 trigger list.
6. To support clinicians in liaising with the various medical, social and transport services to ensure the delivery of agreed care.
7. To conference call with healthcare providers where relevant to provide the most appropriate patient care.
8. To ensure that you remain up-to-date and familiar with all non-clinical CCC and Call handling protocols and processes on the Shropdoc 'Hub', reading regular updates and keeping up to date with Bluestream training modules.
9. To make outbound calls to patients to arrange outpatient appointments.
10. To ensure that all patients who have been assessed by 111 or a Triage Clinician requiring a Home Visit or Base Appointment are passed to the relevant Primary Care Centre (PCC) for action, and that the call is actioned without unnecessary delay and within designated timescales by the PCC
11. To monitor and continually assess PCC workload ensuring that cases are dealt with within the laid down Service Level Agreement (SLA) timescales taking necessary action where appropriate should any fail to meet the SLA or where workload is high and it is anticipated that cases will not meet SLA.
12. To Liaise with Doctors and Drivers working out of PCC's and on Home visits keeping continual contact with regard location, workload and approximate timescales. Tracking via webfleet
13. To update information on all of Shropdoc's databases / systems ensuring clear and concise notes are made for handover purposes.
14. Arrange and administrate care plans for patients undergoing long term treatment.
15. To enter appointments in relevant clinics.

Relief call handler

Reviewed: January 2025

Next Review Date: January 2026

Owner: Call Centre Manager

16. To receive incoming calls from lone workers, recording information and escalating risks in accordance with laid down guidelines.
17. To search for correct demographics using Summary Care record, verify patients details and update records if required.
18. To attend and participate in training and Mandatory Training sessions as directed
19. To attend and participate in Operational Team Meetings.
20. 21 To maintain a constant and continuous interest in Health and Safety matters applicable to Shropdoc activities, and strive to ensure that all staff avoid risks, and discourage irresponsible behaviour. Ensuring that in the event of incident/accident these are reported to the appropriate bodies/personnel and in the appropriate accident books.
21. To actively participate in the training and mentoring of current team and any new members of staff.
22. To be fully aware and able to implement all or any contingency plans as required.
23. To liaise with patients and the wider Primary Health Care Team as required to ensure the efficient management of patient care.
24. To undertake any duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.
25. To ensure that general housekeeping duties are carried out on each shift.
26. In line with other posts may be subject to change according to service needs, in consultation with the post holder

## **PERSON SPECIFICATION**

Relief call handler  
Reviewed: January 2025  
Next Review Date: January 2026  
Owner: Call Centre Manager

**Relief Call Handler  
Patient Pathway Co-Ordinator/Despatch role**

**(Supporting our Policy on Equal Opportunities in Employment)**

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

**The under mentioned are the job-related requirements for this post**

<b>Requirement</b>	<b>Essential</b>	<b>Desirable</b>	<b>Evidenced by</b>
<b>Education and qualifications</b>	Good standard of education	Further education	Application form  Interview
<b>Experience</b>	Experience of working with patients or the public  Good verbal skills	Previous experience in a similar role or environment	Application form  Interview
<b>Skills/Abilities /Knowledge</b>	Excellent communication and interpersonal skills  Ability to manage high volumes of workload  Ability to deal sensitively with confidential information with complete discretion and integrity  Strong customer service skills  Excellent keyboard skills	Previous experience in a similar role or environment	Application form  Interview

<p><b>Other attributes</b></p>	<p>Empathetic, self-starter, proactive, calm, strong work ethic, thorough and organized. Commitment to promoting high standards in patient care</p>	<p>Understanding of and demonstrable commitment to equality and diversity in</p>	<p>Application form Interview</p>
	<p>Enthusiastic and self-motivated</p> <p>Willingness to accept responsibility</p> <p>Demonstrate initiative in handling unforeseen events</p> <p>Enthusiastic and self-motivated Team Player</p> <p>Creative approach to problem solving</p> <p>Flexible towards new working practices</p>	<p>Employment and service delivery</p> <p>Demonstrate initiative in handling unforeseen events</p>	

<p><b>Other general requirements</b></p>	<p>Ability to work unsocial and irregular hours including Bank holidays</p> <p>Flexibility to cover sickness and holidays of other team members</p> <p>Able to work as part of a team</p> <p>Flexible in approach to new development and changing needs of the Service</p> <p>Ability to attend work on a regular basis and meet the requirements of the role with any reasonable adjustments which have been notified and arrangements made under the Equality Act</p> <p>Maintaining a professional image at all times</p>		<p>Application form</p> <p>Interview</p>
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