

Core brief

Friday, 09 November 2018

Introduction

This issue brings you an important update for staff working within patient administration.

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The staff who provide patient administration functions within NHSGGC are valued as being key to the smooth delivery of high quality, patient centred care. Often the first point of contact, administrative staff play a vital role in ensuring a positive patient experience.

Within acute services, administrative support is managed across many departments with different organisational structures, workload, use of technology, and access to training and development. This means the quality of service can vary across different specialties and sites. Working in partnership, it has been decided to transform patient administration to enable the Acute Division to deliver services that are more consistent, flexible, efficient and reflect the requirements of a modern patient administration function. This will also help to ensure we are best placed to deliver the new NHSGGC Digital Strategy through maximising the investment in modern technology and bringing about improvements in data quality, with more consistent and real time use of IT systems. A Programme Board has been established to oversee this work.

One of our key priorities is to develop a Career Pathway which recognises the valuable contribution that administrative staff make, ensures staff have the right skills to do their job and provides them with clear and equal access to development opportunities.

A number of presentations have been delivered to the Acute and Area Partnership Fora and Sector/Directorate Management teams to set out the Programme's vision and aims. A key deliverable is the creation of a single management structure and with over 2000 staff engaged in patient-facing roles. A phased approach has been agreed, with Ward Clerks and Transcription Services being included as part of Phase 1 with a planned implementation date of December 2018.

To ensure that staff have the opportunity to help shape the future model and to input to decisions that affect them, during August and early September presentations were delivered at 36 roadshows across 11 sites and we were delighted to see 583 staff in attendance. All of the questions and comments were captured and are recorded on [SharePoint pages](#) (available on StaffNet only) which has been established to help keep

staff informed as the Programme progresses. Staff who did not make it along can still access the presentation and other programme details and contribute their views through this site.

Four workshops were also held, with representatives from each of the Sectors/Directorates and staff groups affected, to review with them what a single structure, job description and Career Pathway would look like for them. Lots of great ideas were presented and these will help inform recommendations which will be taken to the Programme Board and Partnership Fora.

Work is also underway with designated Sector General Managers to ensure that all of those in-scope staff are captured. Regular updates will be provided as the work of the Programme progresses. In the meantime if you have any questions or thoughts about the programme and wish to offer your perspective then please get in touch by email to: Vicki.Daly@ggc.scot.nhs.uk

Sent on behalf of the Patient Administration and Transformation Programme Board

Are your contact details up-to-date? [Click here](#) to check