

HC10 Receive individuals and carers who attend appointments

About this workforce competence

This workforce competence covers receiving individuals and carers when they attend appointments for retinal screening.

It is linked to the activities described in HC8 and HC9, which include calling patients for appointments, and arranging appointments with them.

Links

This workforce competence links with the following dimensions and levels within the NHS Knowledge and Skills Framework

Dimension G5: Services and project management

Level: 1

Origin

This workforce competence has been developed by Skills for Health

Scope

Action to prepare individuals for screening

includes:

- a) complete any required documentation
- b) _____ notify relevant members of healthcare team
- c) _____ direct individual to waiting area

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Communicate

includes:

- a) face to face
- b) _____ by telephone

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Special needs of patients

include:

- a) work commitments
- b) _____ domestic commitments
- c) _____ need to be accompanied by a carer
- d) _____ accessibility of screening facility for patients who have difficulties with mobility

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Performance criteria

You need to:

1. **communicate** with individuals in a manner which promotes their confidence, goodwill and understanding
2. check the individual's identity and the time of their appointment
3. arrange relevant assistance for individuals with **special needs**
4. reassure and advise individuals and carers to minimise any concerns or distress
5. arrange and instigate **action to prepare individuals** for their appointment in good time
6. alert other members of the health care team promptly when individuals do not arrive for appointments at the due time
7. explain to individuals who are late for appointments, the consequent changes which it has been necessary to make to arrangements
8. explain clearly and politely to individuals the reasons for any delays to the time of their appointment or changes to who will be seeing them, giving regular updates where appropriate
9. maintain the confidentiality of any information about individuals, consistent with legal requirements

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Knowledge and understanding

You need to apply:

National guidelines

- K1 A basic awareness of national guidelines on eye screening and on diabetes monitoring, management and education

The screening service

- K2 A working understanding of the purpose and principles of screening for diabetic retinopathy

K3 A working understanding of how the appointment system works

K4 A working understanding of your organisation's system for receiving patients, recording attendance and preparing for investigations

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Working in partnership with patients

- K5 A working understanding of how to communicate with people with a range of special needs

K6 A working understanding of how to arrange assistance for people with special needs

The information system

- K7 A factual knowledge of how to access patient records

K8 A factual knowledge of how to record DNAs

K9 A factual knowledge of how to cancel appointments on the system and re-book them

K10 A factual knowledge of how to obtain and provide for patients: maps, standard letters, letters in different formats to suit individual needs

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Diabetes

- K11 A factual knowledge of causes, signs and symptoms of diabetes

K12 A factual knowledge of the development of complications of diabetes

K13 A factual knowledge of the effects of diabetes on a person's eyes

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Organisational and legal issues

- K14 A working understanding of your role in the healthcare team and the role of others

- | K15 A working understanding of how to access interpreting services where required
- | K16 A working understanding of the Data Protection Act and local patient information protection protocols
- | K17 A working understanding of local guidelines on storing and communicating information
- | K18 A working understanding of the complaints system and how to handle complaints

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