HC9   Arrange appointments to suit patient and organisational needs

About this workforce competence

This workforce competence covers agreeing appointments for retinal screening with individuals and carers.

It is linked to the activities described in HC10, which include calling patients for appointments.

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 competence has been developed by Skills for Health

Scope

Appointment details	a)	date and time
	b)	purpose of appointment
	c)	contact details
Appropriate format for each individual	a)	normal format
	b)	large print
	c)	in languages other than English
Communicate	a)	face to face
	b)	by telephone
Effects of pupil dilation	a)	affecting ability to drive
Further help	a)	transport
	b)	interpreting services
Provide information to patients	a)	orally
	b)	in writing
Special needs of patients	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

Performance criteria

You need to:

1 **communicate** with individuals in a manner which promotes their confidence and goodwill

2 agree appointments with patients which meet:

- their preferences

- your instructions regarding duration and timing

- any **special needs** of the patients

3 **provide information** to patients, in an **appropriate format for each individual**, on

- the location of the facilities

- anything they need to bring with them for the appointment

- the **effects of pupil dilation**, where relevant

- how patients can access any **further help** they need in order to attend the appointment

4. note **appointment details** accurately and legibly in:

- the organisation's appointment system

- the correct patient's records

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

K5   A working understanding of quality assurance systems in a screening programme for diabetic retinopathy

Working in partnership with patients

K6   A working understanding of how to communicate with people with a range of special needs

K7   A working understanding of how to arrange assistance for people with special needs

K8   A working understanding of the social, cultural and economic background of the patient/carer group

The information system

K9   A factual knowledge of how to access patient records

K10   A factual knowledge of how to record DNAs

K11   A factual knowledge of how to cancel appointments on the system and re-book them

K12   A factual knowledge of how to obtain and provide for patients: maps, standard letters, letters in different formats to suit individual needs

Diabetes

K13   A factual knowledge of causes, signs and symptoms of diabetes

K14   A factual knowledge of the development of complications of diabetes

K15   A factual knowledge of the effects of diabetes on a person's eyes

Organisational and legal issues

K16   A working understanding of your role in the healthcare team and the role of others

K17   A working understanding of how to access translation services where required