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WPR11997

Jan 2017

**Private and Confidential**

16 August 2018

Dear Colleague,

**Re: Clinical Admin and Clerical Review**

The clinical admin and clerical review commenced during August 2016 with the ambition of providing an excellent administration service to and for our patients / service users, to make a positive difference to the working lives of our admin staff, build on the things that work and that we do well and improve areas that don’t work as well and provide professional career development opportunities for staff undertaking administrative roles. We recognise that this project has taken some time to reach this point and apologise for the delay and any uncertainty that this process may have caused colleagues. However, this has been a very large piece of work and with projects of this size and nature it is important that adequate time is invested to ensure the outcomes are fit for purpose and will support the Trust going forward.

The reasons for the review are:

• To enhance consistency of our patient pathways between areas and departments

• To provide a coherent structure for the role, with room for advancement and development

• To improve operational performance, communication and data collection

• To truly define the role of various clinical administrative roles at the Trust

• To empower our admin staff to apply their skill and expertise to help deliver excellent patient care across the organisation, as efficiently as possible.

Lots of work has been undertaken in conducting the review such as a number of engagement sessions, a survey created and distributed as well as conversations with administrators, managers and clinicians to better understand the current service.

A copy of the consultation document can be found here: [https://www.dbth.nhs.uk/ClinicalAdmi](https://www.dbth.nhs.uk/ClinicalAdmin)n which details the drivers for change and some of the work and engagement sessions that have been undertaken as part of the process to help identify the new structure that we wish to implement across the organisation.

We are now ready to launch a consultation process with you starting on 16 August 2018. The purpose of the consultation is to discuss proposals on how to transition from the current structure to the new admin and clerical model as well as on the content of the job descriptions. The consultation period will last up to 6-8 weeks. We have also been working with our staff side colleagues who are available to provide support to you.

During this time the Division that you are employed in will host engagement sessions. During these sessions you will be provided with more information and invited to ask questions and provide your feedback.

Following this, Divisional Management Teams will provide workforce change plans and a workforce impact assessment will be carried out. This will inform our decision making process and you will be communicated with about what the next stages are.

I understand that this may be an unsettling time for you and would like to make you aware of the confidential support available to you via the Trusts Employee Assistance Programme, HELP. This is a free, 24/7 service which you can contact via 08000288761.

I would like to thank you for your ongoing support and patience in working together to ensure that we collaborate to deliver the best possible care to our patients.

Yours Sincerely

David Purdue

**Chief Operating Officer**