

Access to Health Records Officer

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Permanent

Division – Trust Services

Department – Digital Services

Band – 3

Salary

Location – Bristol/Weston

Annual leave – Up to 33 days dependent on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

Job Purpose

To be operationally responsible for providing the administration of a patient focussed service in a professional and timely manner whilst adhering to National and Trust policies / targets relating to Access to Health requests.

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

What you'll love about working here

UHBW has been rated by the CQC as 'Good' - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

A digital exemplar - Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values. 'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

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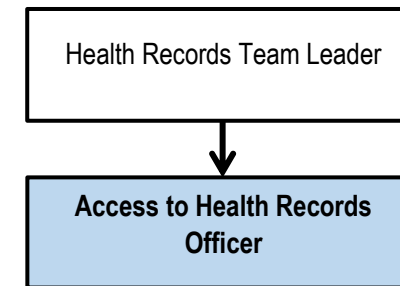
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Main Duties and Responsibilities

- Responsible for co-ordinating and ensuring that all requests for Access to Health Records (AHR) to the Trust are dealt with in an efficient and timely manner within the set timescales using the relevant process.
- Responsible for accurately recording all requests onto the Trust Access to Health Records (AHR) workspace system.
- Responsible for producing reports from the AHR workspace in relation to Access to Health Records requests, response times, and audit trails etc.
- Responsible for ensuring mechanisms are in place to retrieve records, copy records and to liaise with multi-disciplinary staff where the need arises regarding disclosure.
- Responsible for processing all associated documentation regarding appropriateness of requests, photocopying, consent and identification checks ensuring that processes are consistent, transparent and legally compliant.
- Ensure all telephone enquiries are dealt with in an efficient and confidential manner.
- Ensure that all paper records are processed and tracked in accordance with Trust policies and procedures and Trust-wide Tracking Systems.
- To actively promote good practice within the department and report through any issues of concern relative to the service provision and job role.
- To keep up to date with new developments and service changes in relation to Clinical Records, General Data Protection Regulations 2018, Caldicott, Health Records Management (including the Trust Electronic Document Management, Evolve) as part of an individual development plan.
- To support and be involved with service planning, service improvement and implementation under the direction of the Performance Operations Service Medical Records Manager.
- Compliance with the General Data Protection Act 2018 and Information Governance.

Organisational Structure



Key Relationships

Trust Wide Health Records and Scanning Bureau Service Manager, Deputy Health Records Manager, Assistant Health Records Manager, Senior Team Leader, Team leader, Health Records Clerks, other Access to Health Records Officers

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- Responsibility in all dealings with staff and patients to comply with legislative requirements and best practice in acknowledgement of managing diversity, equal access and equal opportunities.

Planning and Organisational Duties

- The ability to plan and organise own workload whilst assisting colleagues to meet the Departmental needs of the service regarding the timely response and actioning of all Access to Health requests and other associated service requirements. This will include checking breach dates, chasing clinicians for sign-off forms, ensuring that documentation is released to the relevant parties within Trust time scales.

Communication and working relationships

- Working within a small team
- Regular contact with the Trusts legal Department, Clinical Staff, other Trusts, Bristol City Council, Solicitors, and Police etc.
- Maintain daily communications with colleagues working within the team to ensure priorities are met and targets achieved.
- Regularly update management team regarding outstanding issues, potential areas of concern and any other associated problem.

Responsibility for Finance

- Identify and manage stationary needs for the Access to Health Records process.
- Ensure equipment used is fit for purpose and report any breakages, failures to line manager.

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Personal Profile - (E) = Essential (D) = Desirable

Knowledge and Experience

- KE1 Experience of dealing with the public and other outside agencies, both on the telephone and in person. (E)
- KE2 NHS or Public sector experience (E)
- KE3 Experience of using Microsoft: Word, Excel, Outlook and PowerPoint (E)
- KE4 Experience of working in a busy office environment, utilising administrative skills. (E)
- KE5 Knowledge of the General Data Protection Act , Access to Health Records Act (E)

Skills and Abilities

- SA1 Good typing skills and a high level of accuracy (D)
- SA2 Good communication and interpersonal skills. (E)
- SA3 work under pressure (E)
- SA4 Ability to work independently and manage own workload (E)
- SA5 Willingness to learn new systems. (E)

Aptitudes

- A1 Commitment to the provision of a high quality service, which supports the improvement of patient service (E)
- A2 Good Accuracy and attention to detail (E)

Qualifications and Training

- QT1 Possessing GCSE or equivalent Maths and English (E)
- QT2 Advanced ECDL or equivalent experience (E)

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.