

Health Records Clerk

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 – 2

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 ensure the patient notes are available where they are needed to support patient care. The post holder will be responsible for retrieving case notes, which may be stored in the library or other locations within the hospital/trust. Collating, organising, scanning and quality checking case notes in readiness for future outpatient attendances and inpatient stays. The images will then form part of the patients Electronic Patient Record

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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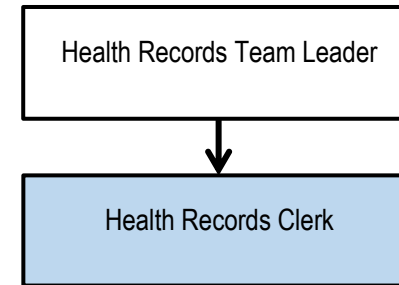
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Main Duties and Responsibilities

- To ensure the methodical pulling and organising of the patient's case note records for patient activity, this includes sending the patients case notes (both present & futures processes) to out-patient clinics and to departments/wards for planned admissions/emergency activity or directly to the scanning bureau in a timely manner and in line with the Trust requirements.
- Work as a team to prepare/maintain the patients case notes for the patient's care following manual and electronic processes at both the Medical Records Libraries and within the Medical Records Scanning Bureau.
- To investigate and track patients case notes i.e., searching the library for missing case notes, searching & retrieving case notes for the emergency department and wards from around the Trust. Ensuring that all case notes are updated on the Trust Medway tracking system. Disclosure of patient information in accordance with current legislation.
- To work as a team to deal with loose filing/paperwork that comes into the current Medical Records Libraries and within the Scanning Bureau.
- The post holder will be required to provide basic advice and provisions regarding case note retrieval and collections, or Access to Health Records, either face to face or using the telephone to staff within the Trust, patients/visitors, other hospitals or with bona fide outside agencies (e.g. benefit office, police etc.)
- To follow the destruction policy and retention guidelines when the patient case notes are to be destroyed and record destruction details on the Trust's electronic tracking system (Medway).
- To ensure the methodical preparation and scanning of the patient's case note records using the Scanners is maintained to the highest standard, sharing best practice between peers and managers. To be involved under guidance to carry out the first line auditing process of scanned records on to the Electronic Document Management system (EDM), checking quality of scanned documents, using own judgement to decide when to delete and re-scan pages if necessary

Organisational Structure



Key Relationships

Trust Wide Operational Health Records & Scanning Bureau Manager, Assistant Health Records & Scanning Bureau Manager, Senior Team Leader, Team Leader, Health Records Clerk Team

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- To store and re-file the patient case note record within the Medical Records Libraries using terminal or numerical numbering systems (some Medical Records Libraries use both systems)
- Under the guidance of your Team Leader or Assistant Medical Records Manager, the post holder may be required to facilitate the processing of subject access requests, recording the requests to ensure deadlines are met.
- To ensure a prompt service provision is maintained across all working areas of the Medical Records Departments & Scanning Bureaus in line with agreed key performance indicators.
- Attend and complete the Trusts mandatory training as instructed by Trust policy.
- To undertake training and development and ensure adherence with any policy/procedure/service level agreement or KPI identified by the line managers to ensure professional practice is compliant. Targets/Goals will be set for the various activities within the Medical Records for staff to adhere too.

Additional Requirements

There is a frequent requirement to exert light physical effort for several long periods during a shift such as moving mobile racking, pushing trolleys, carrying loads some heavy lifting up to 6kg standing at a photocopier, sitting for long periods at a computer workstation, and where it is necessary team involvement in lifting boxes, pushing a cages, moving libraries (to create space).

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

Knowledge and Experience

- KE1 Basic keyboard skills (E)
- KE2 Understanding and maintaining of filing systems (E)
- KE3 Working knowledge of Microsoft office i.e. Outlook, excel and word (E)
- KE4 Working in a busy office environment (E)
- KE5 Previous NHS Experience (D)

Skills and Abilities

- SA1 To have the physical ability to meet the very demanding requirements of the role (E)
- SA2 Able to prioritise and manage own workload (E)
- SA3 Be able to work fast and efficiently and in a safe manner (E)
- SA4 Ability to work independently and in a team (E)

Aptitudes

- A1 Have a pleasant manner and good communication skills (E)
- A2 Accuracy & Numeracy (E)

Qualifications and Training

- QT1 NVQ Level 2 in Business Administration or equivalent (D)
- QT2 Minimum of 2 GCSE's which must include English and Mathematics (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.