

Ref: FOI/GS/ID 6118

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

07 May 2020

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Health Records Clerk job description.

You asked:

I would like to make a short FOI request for a copy of any Job Description/Person Specification that you have that defines the role of a Records Clerk or Corporate Archivist (or similar named role) within your Trusts. I would expect that these will be a band 2-4 admin role responsible for the day to day admin of records management. If the Agenda For Change banding could be left on the document it would be helpful.

Trust response:

Please find below the requested job description.

Maidstone and Tunbridge Wells NHS Trust

Job Description

Job Title: Health Records Clerk

Band: Band 2

Directorate: Corporate (Planned Services)

Site: Maidstone, Tunbridge Wells and Paddock Wood

Hours: 37.5 hours per week

Reports to: Team Leader

Accountable to: Assistant Health Records Manager

Job Summary:

To be an integral member of the Health Records Department team; to provide a first class Reception, Library and Clinic Preparation service ensuring that: The Outpatient Reception service is such that the experience of visiting or working within the unit is enhanced.

Patient health records are dispatched/prepared and dealt with in appropriate manner and to agreed quality standards

Patient Health Records scanned and dealt with in an appropriate manner and to agreed standards

Working relationships: Internal General Managers

Operational Director

Clinicians

Medical Secretaries

Nurse Practitioners

Ward Staff

X-ray – Ultrasound

Health Records

External Patients

Service Users

GP's

Budget Responsibilities: None

Key Result Areas:

Reception

To provide a professional and courteous reception service for the Outpatients Department, checking demographic details with the patient and ensuring that PAS and the health record is kept up to date

To participate in the Trust and the Department's protocols for return appointments/cashing up/coding of out-patient clinic procedures under the 18-week patient pathway and to ensure that all referrals are available for clinic

Accurately and comprehensively record patient details on the Patient Administration System (PAS)

To be able to deal with difficult calls/situations and the handling of sensitive information about patients

To multi-task as and when required

In line with current Trust policy escalate to the management team when members of the public become violent, aggressive or abusive

Library and clinic preparation

Ensure that patients case notes are pulled / scanned in a timely manner prior to clinic and to high quality standards according to the guidelines for each clinic, highlighting any problems to the Team Leader

Ensure that patient case notes for other departments/secretaries/audits are pulled and despatched in a timely manner

Ensure that patients notes received or despatched are entered onto the tracking system on Patient Administration System

Locate missing case notes, GP referral letters in preparation of clinics or make up new patient notes as required

To facilitate the movement / confidentiality of case notes and associated paperwork between various areas of the Trust as necessary ensuring the safe use of trolleys/cages etc during transportation of those case notes/paperwork.

- To support the process for the archiving of historical patients records including their transportation / retrieval to/ from off-site storage
- To support the recording of correct data in respect of deceased patients.
- To multi-task as and when required
- To assist the Trust Health Records Manager in the collection of data in relation to measuring the activity and workload of the department
- To provide administrative support for the Medical Legal clerk assistant when required
- To occasionally provide assistance out-side your specific area of responsibility as requested by a Team Leader
- To carry out general clerical duties including photocopying, filing, faxing, arranging couriers, shredding of confidential information
- To work closely with other administrative colleagues within the Department and provide cover for identified areas of the service, as designated by the Team Leader.
- Any other duties identified by the Trust Health Records Manager
- We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.
- Accountability** – To Team leader/Assistant Health Records Manager/Trust Health Records Manager
- Communication and Relationship** – Liaise with Outpatient Nursing staff, Consultants and other clinical staff to support the smooth running of outpatient clinics ensuring patients are notified in the event of late running clinics. .
- Planning and organisational** – To ensure the accurate and timely recording of activity within Outpatients that will ensure Trust compliance with:
- 18 Week Target

- Payment by Results.
- To maintain targets and objectives set by the Trust and Government Initiatives including Key Performance Indicators for each aspect of the role.
- Responsibility for policy/service development** – To occasionally provide assistance out-side your specific area of responsibility as requested by a Team Leader.
- Attend mandatory training session/other training as directed by Health Records Manager
- Physical effort** –Lifting (9kg) is required. High use of a PC, mainly desk based
- Mental and emotional effort** - To provide a sensitive and caring approach to patients. Working under pressure to produce an efficient and effective service to patients while coping with a high workload.
- The post holder will be expected to deal with a variety of sensitive and confidential issues in which confidentiality should be maintained in accordance to the Data Protection Act.
- Working Conditions** – To be able to deal with difficult calls/situations and the handling of sensitive information about patients
- General** –All tasks to be carried out in accordance with relevant departmental trust standards, policies and procedures.
- This job description should be regarded only as a guide to the duties required and is not intended to be definitive. It may be reviewed in the light of changing circumstances following consultation with the post

Job Description Agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of Manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone & Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone & Tunbridge Wells NHS Trust has a no smoking policy.
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. INFECTION CONTROL AND HAND HYGIENE - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend

mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.

11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust

12. All staff are required to fully comply with the NHS Code of Conduct.

13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.

14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.

15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

Maidstone and Tunbridge Wells NHS Trust
Health Records Clerk
Person Specification AREA
Qualifications

ESSENTIAL

- Basic Computer skills including windows based operating systems.
- To be literate and numerate
- Good standard of Secondary Education must include GCSE English or equivalent

DESIRABLE

- Working knowledge of PAS.
- Previous experience of NHS

Experience/ Knowledge

- Reception
- Able to work as part of a team or own initiative.
- A sensitive, caring approach to people

- To show initiative
- Demonstrate flexibility to adapt with the needs of a changing service.

Skills

- Good verbal communication skills
- An ability to follow instructions
- Be able to cope with demanding work
- Be able to meet required Trust targets.
- Reliable and good timekeeper.

- Ability to use a keyboard
- e-mail Skills

Attributes

- Diplomacy and discretion
- Patient confidentiality.

- Ability to work under distressing circumstances

Additional requirements

- To be aware of and adhere to the Trust's Vision, Mission and Values
- Ability to work across sites