

JOB DESCRIPTION

1. Job Details

Job title	Central Admissions/Case Note Store Clerk (Evenings)
Job grade	Band 2
Reports to	Team Leader, Case Note Store/Admissions
Division	Clinical Support Services
Department/Area	Patient Services. Case Note Store
Location	King's Mill Hospital

2. Job Purpose

The overriding purpose is to support the provision of the highest quality patient care through personal actions and continuous improvement.

To provide a 24-hour service to clinical areas, ensuring that those who require medical records receive them in a timely manner and in accordance with clearly defined policies, procedures and standards, to support the patient care process. High level customer service will be expected at all times

To ensure timely recording of emergency admissions on the PAS system in accordance with data quality requirements and in accordance with Trust policies, procedures and Standard Operating Procedures.

The following is a list of the key processes to be carried out on the evening shift and hence those which the evening shift clerks will be required to carry out:

- Recording of emergency admissions on PAS
- Locating and delivery of notes for emergency admissions
- X Ray pulling, filing and weeding
- Photocopying of case notes for complaints service
- Pulling notes for ad hoc, non urgent requests
- Merging of Newark to SFH sets, temporary to permanent sets and duplicate sets
- Searching for misfiles

3. Role of the Department

To maintain a high standard of quality in providing a timely admissions and case note service to the Trust, thus supporting the patient's pathway throughout their hospital journey.

In carrying out the above role staff will produce high quality patient information and data for the Trust, to enable optimum use of resources and to support the monitoring and planning of future services.

4. Organisational Chart

See attached chart.

5. Key Result Areas

All processes carried out in the department will be carried out in accordance with departmental standard operating procedures (SOPs) and relevant PAS procedures.

The Case Note Store/Admissions Department carries out processes associated with both emergency admissions and storage/provision of case notes and X Ray films. Staff working in the department are responsible for carrying out processes in both areas.

- 5.1** To carry out a daily communication cell and participate in handovers from and to other shifts, thus ensuring that up to date information is received and that tasks, and particularly incomplete admissions roll on between shifts and are not left until the following day. This is also an opportunity to raise issues/concerns and queries regarding work and to receive relevant updates
- 5.2** To contribute to the ongoing monitoring of progress with workload to be carried out by recording personal work activities planned and achieved on the departmental Quality Indicator Board, thus supporting the team to achieve it's daily goals.
- 5.3** Ability to identify the correct/relevant patients using the Patient Master Index module of the Patient Administration System (PAS) in order to ensure sound data quality and provide the wards with the correct case notes and thus supporting patient care and safety. This will also avoid duplicate registrations and therefore avoid clinical risk..
- 5.4** Accurate and timely recording of emergency admissions as requested by the wards, by recording all relevant data items on the PAS system and in accordance with Trust data quality requirements and departmental SOPs.
- 5.5** When recording admissions activity this may involve the requirement to register patients on the PAS PMI database if the patient has not attended the Trust previously. This will be done in accordance with Trust policy and procedures, including those for searching the database in order to avoid duplicate registrations.
- 5.6** Retrieve and prepare case notes for emergency admissions in accordance with the departmental SOP and ensure prompt delivery to the appropriate ward or department within agreed timescales. This may involve the need to organise transport to other hospitals such as Newark, or Mansfield/Ashfield Community Hospitals.
- 5.7** To locate case notes tracked to other areas of the Trust if required for Emergency admissions, or to request them from other hospitals as appropriate, then to deliver the notes to the appropriate ward or department, ensuring notes are appropriately tracked on the PAS tracking module in all instances

- 5.8** When using the mobile racking system follow health and safety requirements for its use at all times thus contributing to safe working practices and being aware of safety of self and others working in the area.
- 5.9** Ensure that confidentiality policies and procedures are followed in all aspects of the work in the department. This will particularly apply to the following:
- Providing patient information and notes only to those who have the right to receive them, noting that this applies to both staff and relatives and friends of patients.
 - Ensuring that staff only access information to which they are entitled
 - Monitoring access of other personnel to the store
- 5.10** Have the ability to print necessary documentation from PAS, in order to support key processes. This will include clinic lists, ID labels, bar code labels and front sheets. This will include being able to maintain said printers and confidently replace ribbons/cartridges.
- 5.11** Respond to vocera/telephone calls for case notes requests promptly and courteously thus meeting the demands of our customers in a timely manner.
- 5.12** Respond efficiently and sympathetically to telephone enquiries from patients, relatives, wards, GP's and other agencies, regarding patients, as appropriate and within boundaries imposed by confidentiality. Advice should be sought if it is unclear whether information can be divulged.
- 5.13** To maintain the quality of case notes by transferring unstructured notes (brown sets) into a structured set (green set) thus supporting the clinical staff to find relevant information and make decisions about patient care in a timely manner. This will be done in accordance with the departmental SOP and the Trust's Filing Policy. Similarly there will be a requirement to merge Newark case notes with SFH sets, temporary sets with permanent sets, and any duplicate sets found.
- 5.14** To pull X Ray films from file for the daily "desk list" sent via the X Ray computer system, CRIS and to pull films for other ad hoc requests. Films must then be tracked as appropriate and delivered to the X Ray department or for ad hoc requests, to be left available for delivery.
- 5.15** Maintain the film library in good order, in accordance with departmental policies and procedures for filing, and assume responsibility for misfiled films, and to weed films for destruction in accordance with the Trust policy for retention and destruction.
- 5.16** To contribute to the weeding of case note and film file in accordance with departmental SOP and the Trust policy for Retention and Destruction of records
- 5.17** There will be a requirement to work on bank holidays as the service for admissions is a 24/7 service. There will also be a requirement to provide cover to other shifts from time to time on a rota basis thus supporting the wider 24/7 admissions team.

- 5.18** All employees have an individual responsibility to have a knowledge of and employ the basic principles of infection control practice and to ensure adherence to the requirements in the Infection Control Manual.
- 5.19** To undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the proviso that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job description in specific terms and the post re-evaluated if the change is likely to result in a job evaluation score change.
- 5.20** In particular staff may from time to time be required to carry out key processes usually carried out on alternative shifts in order to ensure continuity of service.
- 5.21** All staff employed by the Trust are required to work in a safe manner, in accordance with current health and safety legislation and with the general principles laid down in the Trust's Health and Safety Policy.
- 5.22** You are required to comply with all of the Trust's policies and procedures. These are obtainable on the Trust's intranet site, where guidance is also contained.
- 5.23** Equality and Diversity is fundamental to all the hospital does, both in the way we provide services to our community, patients and the way in which we manage our staff. All Trust employees are required to respect and adhere to the principles of equality and diversity treating patients and staff with dignity and respect as laid down in the Trust's Single Equality Scheme.
- 5.24** All employees have an individual responsibility to ensure that all information recorded both manually and electronically achieves and maintains the highest possible data quality standards by adhering to the Trust's Data Quality Strategy and Policy. Poor quality information will put patient care and safety at risk, and will also impact the Trust's performance and finances.

6. Physical and Mental Skills

Ability to accurately record patient's data onto PAS and will therefore require good keyboard skills.

Good written and oral communication skills, internally and externally e.g. nurses, social workers, police, patient and public enquires.

Communicate with all staff engaged in the 24-hour service.

Knowledge of Trust confidentially policies and procedures when receiving requests for patient information.

Ability to identify the correct patients case notes from data provided by the wards. Needs good knowledge of PAS and departmental storage procedures to undertake the task.

The post holder is required to have good site knowledge and knowledge of the tracking system in order to locate case notes.

Manual dexterity to retrieve, file and manipulate case notes.

7. Responsibilities of the Post Holder

Requirement to handle case notes on a strictly need to know basis. This will include adding and retrieving information.

Ability to input data when admitting patients and identifying case notes. Accuracy is essential for providing safe patient care.

Follow policies and procedures within own role, which are determined by others.

Responsibility to keep stock areas tidy and follow the procedure for notifying the supervisor when stock reaches minimum levels

To maintain the office environment in line with the already implemented lean thinking and visual management, and suggest areas for improved office management

Observes personal duty of care with equipment and resources used in the course of work.

Responsible for providing advice or demonstrating departmental processes to new or less experienced staff.

Requirement to support service development work within the department to support provision of improved service to customers.

8. Freedom to Act

The post holder works in accordance with departmental SOPs and Trust Policies, but as post holder works outside normal office hours, does not have general day to day access to supervisor or Team Leader

The post holder is required to have adequate knowledge to use initiative and take responsibility for their own actions when dealing with patient related enquiries and requests for case notes and patient related information.

9. Physical, Mental and Emotional Effort Required

Ongoing requirement to lift and handle case notes in accordance with departmental policies and procedures.

There is a requirement of physical effort in restricted areas, when filing and retrieving case notes, 75% of the working day is associated with lifting and handling case notes.

There is an element of this post that requires long periods of standing and concentration e.g. retrieval of case notes and films.

Physical requirement when using mobile racking, kick steps and the requirement to locate notes in all areas of the Trust for emergency admissions, this therefore involves a lot of walking, climbing, bending stretching etc. This is sometimes during darkness and when the hospital is quiet.

Exposure to sensitive information held in case notes when filing of documentation e.g. clinical photographs.

Ability to prioritise own day-to-day work tasks.

Exposure to sensitive information held in case notes when filing of documentation e.g. clinical photographs.

10. Outline of Working Conditions

The environmental conditions of Case Note Store are uncontrollable e.g. extremes of temperature.

Requirement to visit isolated and unattended areas, when searching for notes.

Follow policies and procedures when using mobile racking to ensure own safety and safety of other users.

FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST

Title of Post Clerk Case Note Store/Admissions

NHS KSF DIMENSIONS		Needed for post?				Level for post
		1	2	3	4	Notes
CORE DIMENSIONS						
-relates to all NHS posts						
1 Communication	Y	X	X			Made substantial progress towards level 2 by first gateway
2 Personal and people development	Y	X				
3 Health, safety and security	Y	X				
4 Service improvement	Y	X				
5 Quality	Y	X				
6 Equality and diversity	Y	X				
SPECIFIC DIMENSIONS						
HEALTH AND WELLBEING						
HWB1 Promotion of health and wellbeing and prevention of adverse effects to health and wellbeing						
HWB2 Assessment and care planning to meet people's health and wellbeing needs						
HWB3 Protection of health and wellbeing						
HWB4 Enablement to address health and wellbeing needs						
HWB5 Provision of care to meet health and wellbeing needs						
HWB6 Assessment and treatment planning						
HWB7 Interventions and treatments						
HWB8 Biomedical investigation and intervention						
HWB9 Equipment and devices to meet health and wellbeing needs						
HWB10 Products to meet health and						

wellbeing needs						
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NHS KSF DIMENSIONS	Needed for post?	Level for post				
		1	2	3	4	Notes
ESTATES AND FACILITIES						
EF1 Systems, vehicles and equipment						
EF2 Environments and buildings						
EF3 Transport and logistics						
INFORMATION AND KNOWLEDGE						
IK1 Information processing	Y	X				
IK2 Information collection and analysis						
IK3 Knowledge and information resources						
GENERAL						
G1 Learning and development						
G2 Development and innovation						
G3 Procurement and commissioning						
G4 Financial Management						
G5 Services and project management						
G6 People management						
G7 Capacity and capability						
G8 Public relations and marketing						

Sherwood Forest Hospitals NHS Trust

Person Specification

Post of Central Admissions/Case Note Store Clerk, Patient Administration

Attribute	Essential	Weighting	Desirable	Weighting	How Identified
Knowledge Requirements	Computer literate, with 1 year experience of using a keyboard.		Knowledge of NHS based systems and NHS in general		Application/ Interview
Qualifications- Academic/ Craft/ Professional	Good standard of general education Legible handwriting		Microsoft Outlook		Application/ Interview
Further Training					Application/ Interview
Experience	Extensive clerical experience Good communication skills		customer care experience		Application/ Interview
Contractual Requirements	Good attendance record Good timekeeping Flexible attitude to cover sickness and annual leave				

TEAM LEADER

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graph TD; TL[TEAM LEADER] --- L1[ ]; L1 --- C1[Clerks Evenings]; L1 --- C2[Supervisor Day Shift]; L1 --- C3[Clerks Nights]; L1 --- C4[Clerks Weekends]; C2 --- C5[Clerks Day Shift];
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Clerks
Evenings

Supervisor
Day Shift

Clerks
Nights

Clerks
Weekends

Clerks
Day Shift

Job Description Agreement

Job Holder's Signature Date

Line Manager's Signature Date

Managers/Joint/Jobs/A4C/CAU/CNS/Evenings/ ABC/Ann Gray/290611