

Job title: Health Records Clerk

Band: 2

Department: Health Records

Division: Planned Care



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Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East & North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this has been demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:

Include



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together

Respect



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change

Improve



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

Job title:	Health Records Clerk
Band:	2
Department:	Health Records
Base:	Gunnelswood Park (You may be required to work on a permanent or temporary basis elsewhere within the Trust)
Responsible to:	Senior Health Records Clerk
Responsible for:	

Job summary:

The post holder is part of the Health Records Team and is responsible for finding and preparing notes for hospital patients for inpatient and outpatient activities. The post holder is responsible for ensuring that the notes get to the right place at the right time. The Health records clerks will be able to cross cover in all aspects of the role including, pulling clinics, filing, weeding, destruction, prepping, merging, sending notes for requests from hospital staff groups, and the safe delivery of notes to sites.

Key working relationships:

Health Records satellite sites at Lister, Hertford and QE2 Welwyn Garden City as well as the Outpatient and Admissions teams and Admin users, Ward Clerks and Secretaries.

Main responsibilities:

PRINCIPAL RESPONSIBILITIES/COMPETENCIES:

1. To retrieve Health Records from the library for Out-patient clinics and for requests for notes using the agreed procedures.
2. To sort and file health records on return to GWP using the agreed procedures
3. To track notes using the iFIT system
4. To answer telephone and other enquiries regarding case note location and access information via the computer systems.
5. To provide a service to other on site departments as requested in terms of returning of notes and answering telephone queries.
6. To action emails and other communications to and from other hospitals recognising the need for accuracy when extracting correct patient data.
7. To cover Reception Duties in the Health Records Department.
8. To request notes from Lister, QE2 and HCH by email or telephone
9. To remove notes from file and weed out noncurrent notes in accordance with current legislation for weeding and destruction of case notes to keep shelves tidy.
10. To pull notes for Clinical Audit and maintain accurate records and databases.
11. To be responsible for the preparation of the out-patient clinic notes.
12. To establish effective communication and work in close liaison with medical secretaries, ward clerks and other trust departments.
13. Ensure prepared notes for outpatient clinics are secured and ready for transportation to hospital sites.
14. To search for missing notes in all specialties and hospital departments and to liaise with other departmental staff in order to locate notes
15. To collect case notes from offices and other locations.
16. To deliver notes to offices and other locations around the Trust.

17. To update any spreadsheets and databases for daily reports and Key Performance Indicators.
18. To carry out any other duties as instructed by the Senior Health Records Clerk or Health Records Team Leader
19. Carry out driving duties at the weekends to deliver notes to the Lister site for Emergency admissions; subject to the post holder possessing a valid UK driving license

GENERAL DUTIES

1. To undertake any audits as designated by the Senior Health Records Clerk.
2. Undertake any other duties appropriate to the grade as requested by the line manager.
3. To be responsible for good communication.
4. To be prepared to lift and move boxes of Health Records using suitable equipment provided.
5. Deal with all postal and email enquiries, and in person from patients, staff or other health professionals relating to the Consultants, team or patients. Taking and passing on accurate messages as necessary.
6. To take part in any training necessary to the department also to participate in further IT/other training to facilitate any future changes within the Trust.
7. Undertake training in relation to the role as agreed with the line manager and as identified as part of the appraisal process.
8. To ensure the best use of time and skill to participate in the departmental appraisal system.
9. To demonstrate own activities to new and less experienced staff.
10. To liaise with the Senior Health Records Clerk and assist in preparation of temporary notes for outpatient clinics, elective and non elective admissions.

PATIENT ADMINISTRATION SYSTEM

1. To use the Health Records iFIT casenote tracking system to track notes to and from Health Records, and to use PAS and BIMS to check out-patient' appointments and in-patient activities as necessary.
2. To promote the use of iFIT across the Trust
3. To ensure a thorough understanding of iFIT and PAS to identify patient activity, applying this knowledge to locate misfiled and lost notes which staff cannot find easily.
4. To highlight any problems with the use of iFIT to the Senior Health Records Clerk.
5. Ensure fully trained on the use of all functions of the iFIT, PAS and other Trust systems required to fulfil duties.
6. To use software solutions to support locating records
7. To use the computer systems to identify the location of notes that are not in file and to conversant with all patients' administration systems.
8. To be responsible for tracking of Health Records notes on the iFIT system

PROFESSIONAL DUTIES

1. To participate in the staff appraisal scheme and personal development planning (PDP) by setting objectives in line with planned service developments and personal career objectives.
2. To maintain own professional development by keeping up to date with developments.
3. To ensure that all mandatory training is up to date including Health & Safety, Manual Handling and Information Governance.
4. To deal with any public enquiries as necessary by telephone or in person in conjunction with the Senior Health Records Clerk.
5. To ensure that all Health Records comply with Information Governance requirements
6. To promote the importance of Information Governance, Patient Confidentiality and Security of all Health Records
7. Ensure the confidentiality of patient information and comply with the requirements of the Data Protection Act 1998 and the Access to Health Records Act 1991.
8. Adhere to all health, safety & security requirements in Health Records.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personable responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles Work in partnership with other professional, health and social care organisations, trade union and voluntary sector organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

Requirements	Essential	Desirable
Qualifications / Training <ul style="list-style-type: none"> GCSE's or equivalent Relevant NVQ 2 or equivalent or equivalent experience ECDL European computer driving license. 	Y Y	 Y
Previous Experience <ul style="list-style-type: none"> IT literate including Email, Microsoft Word and Excel Basic levels Administrative experience Working to tight deadlines Experience of NHS Health Records or Library processes and operations 	Y Y Y	 Y
Skills <ul style="list-style-type: none"> Good organisational skills and attention to detail Ability to follow instruction and work within agreed and documented procedures Ability to work well within the team Ability to travel easily between trust sites 	Y Y Y	 Y
Knowledge <ul style="list-style-type: none"> Understanding of Filing Systems Understanding of Patient Confidentiality and data protection Previous NHS experience Knowledge of PAS system Demonstrate an understanding of Trusts core values 	Y Y	 Y Y Y

<p>Other requirements</p> <ul style="list-style-type: none"> • Understanding of the physical nature of the role. • Understanding of, and commitment to, equality, diversity and inclusion • Role model our Trust values every day 	<p>Y</p> <p>Y</p> <p>Y</p>	
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