

JOB DESCRIPTION

Job Title:	Access to Records Clerk
Reporting to (title):	Public Information Manager
Professionally Accountable to (title):	Public Information Manager
Responsible for Supervising (if appropriate):	N/A
Department & Directorate:	Corporate Services

JOB SUMMARY

The Access to Records Clerks are responsible for delivering the complete Access to Records Service in accordance with the legal requirements as defined in the Data Protection Act 1998.

In addition to individual patients they provide medical records to Courts, Review Panels, Solicitors, Police, Local Authorities and other Trusts when appropriate and legal to do so.

The Access to Records Clerks are responsible for managing all requests in their entirety, identifying problems or issues with requests, managing these where appropriate and escalating to the Public Information Manager if necessary.

OVERVIEW OF RESPONSIBILITIES

- To provide a complete Access to Records function for patients, external agencies and appropriate Trust staff in accordance with the Data Protection Act, Trust policy and the standards set out in the Information Governance Toolkit
- To communicate effectively with patients and multiple external agencies (Police, Solicitors, Local Authorities, Coroners Offices etc) in relation to sensitive and confidential information
- To manage and co-ordinate the reproduction of extremely sensitive, confidential information on a Trustwide basis including photographs which at times can be distressing

- To maintain patient and staff confidentiality at all times ensuring that all requests are managed appropriately and according to the Data Protection Act
- To ensure all payments are billed, received and banked appropriately and in a timely manner
- To provide ordered, photocopied records and print copies from a wide variety of sources including internal and external clinical systems, PAS and microfilm etc as required

SPECIFIC RESPONSIBILITIES

- To deal with own workload and to work within the Access to Records team in order to achieve the required level of service
- To work on own initiative and as part of the team when required
- To effectively analyse patient information to ensure all information is correct / relevant, copied appropriately, distributed to the required standard and resolved / managed any discrepancies when necessary
- To manage all requests using the dedicated Inflex system, whereby all requests are logged, all correspondence is recorded and all other activity (email / file note / telephone etc) related to that request is logged and linked where appropriate
- To ensure all records (to include but not limited to case notes, x-rays, photographs, images, papers – computerised / scanned or microfilmed) are retrieved, tracked and processed using all relevant Trust internal electronic systems within the set timescales. This will often require staff to make sense of information in medical records and tie up with what other systems may contain records that need to be retrieved ie if a patient has had a cardiac episode information from the Tomcat system may be required to be fully downloaded. It is expected that all systems will be cross referenced and notes deciphered in order that a full record is provided
- To be able to apply direct knowledge of the relevant legislation when dealing with the release of medical records to an individual. Contacting patients' consultants or psychotherapy as necessary and liaising with manager to ensure safe release
- To maintain knowledge and continually keep on top of any changes relating to the format of patient records, filing systems, retrieval and destruction of records (case notes, x-rays, accident and emergency cards, physiotherapy cards, old St Andrews microfilm information etc)
- To locate and differentiate between correct radiology images and download these onto DVD using encryption software
- To deal with complex, sensitive, confidential and distressing patient documentation
- To log the daily receipt of post manually and electronically, sending acknowledgement letters and payment requests where necessary.
- To undertake frequent telephone calls of a difficult and sensitive nature with patients and relatives who are often distressed due to bereavement or illness

- To carry out difficult and frequent telephone calls from solicitors, police, social services and other external agencies who are seeking copies of notes and to provide resolution to issues and discrepancies
- To deal with applicants who are not conversant with the law and have unrealistic or inappropriate expectations about the Access to Records Function.
- To provide reassuring advice and exercising judgement when talking to users of the service on non-clinical issues
- To organise and put together patient documentation within the required timeframe including pulling and requesting notes which are not in the library which requires negotiation when records are urgently required and are in use in a clinical area
- To provide a supervisory role when patients and relatives are viewing notes and be able to signpost and assist with the layout of the notes
- To provide support on occasion to patients and relatives viewing notes who find the information difficult to deal with
- To have access to and search clinical systems to check whether patients have records stored at the Trust which are required to be printed or scanned
- To re-prioritise work at very short notice if urgent requests from coroners for notes to accompany deceased patients are received
- To manage the process of invoicing, receiving and forward dealing of patient cheques, cash and BACs payments (via Finance) and providing advice to patients on levels of payment required to receive copies of record
- To ensure the confidentiality and safe keeping of records, including in transit, is adhered to at all times.
- To ensure records are appropriately tracked to their actual location at all times
- To operate the Trust IEP system which enables PACS images to be sent electronically from/supplied to other healthcare providers
- To maintain and order equipment and stationery as required by the team
- To monitor the levels of staff requirement within the Access to Records team and facilitate the provision of bank assistance when required.
- To attend mandatory training sessions and training sessions relevant to the role and the department
- To actively contribute to the development of the Department's policies, processes and procedures as necessary

This job profile is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the postholder. The specific objectives of the postholder will be subject to review as part of the Appraisal and Development Plan process.

The following 5 paragraphs must be included in all job descriptions

- **Prevention and control of healthcare associated infections:**

The post holder is accountable and responsible for the prevention and control of healthcare associated infections and must comply with the standards set by the Health Act 2006: *Code of practice for the prevention and control of Healthcare Associated infections* (Revised January 2008)

- **Decontamination**

Each member of staff is responsible for maintaining a safe environment for all patients, visitors and other staff members. This includes ensuring that all instrumentation and equipment is adequately decontaminated before use and the patient environment is clean and safe. Also that hands are appropriately cleaned between each patient.

Safeguarding Children and Young People:

All staff are responsible for ensuring that they are familiar with and adhere to Mid Essex Hospital Services Trust (MEHT) Safeguarding procedures and guidelines, in conjunction with the Essex Safeguarding Children policies and Southend, Essex and Thurrock (SET) procedures. All healthcare workers who come into contact with children, parents and carers in the course of their work have a responsibility to safeguard and promote the welfare of children and young people up to the age of 18 years as directed by the Children's Act 1989/2004. All Health professionals have a responsibility even when the health professional does not work directly with a child but may be seeing their parent, carer or other significant adult

All staff are required to attend Safeguarding awareness training for Children, Young People and Vulnerable Adults. Some staff groups will be required to attend additional safeguarding training relevant to their role.

This is in line with the Guidance outlined in the Intercollegiate Document (2014) Safeguarding Children and Young People: Roles and Competencies for Health Care Staff. This post will require that the individual has a minimum of Level 3 competencies in both Safeguarding Children and Safeguarding Adults and in addition has completed multi-agency relevant training delivered through Safeguarding Boards

- **Safeguarding Adults**

All staff are responsible for complying with MEHT Trust policies on adult safeguarding in conjunction with the guidelines established by the Essex Safeguarding Adult Board and SET (Southend, Essex and Thurrock) SAF procedures. All staff are responsible for identifying potential abuse of adults and reporting it accordingly.

All staff are required to attend Safeguarding awareness training for Children, Young People and Vulnerable Adults. Some staff groups will be required to attend additional safeguarding training relevant to their role.

This is in line with the Guidance outlined in the **Intercollegiate document** (April 2006) **Safeguarding Children and Young People: Roles and Competencies for Health Care Staff**.

- **Information Governance**

All staff must be familiar with and comply with the contents of the Information Governance Handbook, a personal copy will be provided at Induction to all staff

All staff are required to maintain confidentiality of patient and trust information as set out in the Trust's Confidentiality Policy

All staff are required to read and comply with all policies that are issued relating to the electronic security of Trust information

All staff who create, access, transfer, modify sensitive trust records have a responsibility to be both accurate and timely and ensure that all the information that they record either on paper or electronically is complete

(The following paragraphs should be selected according to the needs of the post – statements not relevant should be removed and the document reformatted accordingly - including this sentence)

For all clinical posts

- Ensure 100% compliance with hand hygiene and high impact intervention protocols.
- Demonstrate effective leadership by ensuring all clinical staff, whoever they may be, are aware of their responsibilities in relations to infection prevention and control.
- Be responsible for ensuring the highest possible standards of cleanliness within the ward/clinical area and ensure all staff are familiar with escalation procedures for additional cleaning.
- All staff involved in bed allocation are required to undertake an IPC risk assessment for each patient, documenting their assessment on ExtraMed

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health & Care Professions Council etc)

For all posts that have line manager or supervisory responsibilities

You are responsible for managing the staff who report into this position in a fair and non discriminatory manner. All staff that report to this position must have an appraisal once a year as a minimum.

You are responsible for ensuring that all staff for which you assume manager or supervisory responsibilities are aware of, and comply with all Trust policies and procedures that relate to electronic security. This will include:

- Auditing practice against the most recent policy or instruction and adapting work patterns accordingly.
- Ensuring staff compliance with all security related instructions relating to equipment held.

For all posts with General Manager, Chief Nurse and Heads of Nursing

You will be responsible and accountable for complaints performance.

Chief Executive Duties:

To ensure that the necessary systems and processes are implemented across the organisation to ensure the Trust provides a safe, effective and efficient service for children and young people in alignment with Statutory Guidance: Children's Act 2004, "Working Together to Safeguard Children "Every Child Matters –Change for Children, 2006.

Director of Patient Safety/Medical Director Safeguarding Duties

To act as Executive lead for Safeguarding Children and Young People, and Adults and to ensure the Trust provides a safe, effective and efficient service for children and young people in alignment with Statutory Guidance: Children's Act 2004, "Working Together to Safeguard Children "Every Child Matters –Change for Children, 2006. In conjunction with the named Doctor for Safeguarding Children and Young Adults, provide advice and assurance and to the Trust Board on Safeguarding matters, included areas of risk and compliance with national and statutory guidance.

Staff Member (Name):

Staff Member (Signature):

Date:

Manager (Name):

Manager (Signature):

Date:

Terms of Employment

Band: 3

Superannuation: Membership of the scheme is voluntary. You will automatically join the NHS Pension Scheme, but it is possible to opt out and make your own private pension arrangements. Unless notified otherwise all staff will be brought into the scheme, therefore a contribution of 5% to 14.5% of gross salary is payable. The percentage contribution is based on Annual Pensionable Pay.

Hours of duty: 37.5 hours per week

Annual leave: 27 days per leave year (less than 5 years NHS Service), 29 days per leave year (more than 5 years service but less than 10 years NHS Service), 33 days per leave year (more than 10 years NHS Service). This is exclusive of Public Holidays. The NHS leave year runs from 1 April - 31 March





Terms and Conditions of Service: NHS Staff Council

At our best, we are a...

Kind, Professional, Positive
Team

Our values and behaviours

More than 1,500 patients and colleagues developed these simple guidelines to how we expect everyone who works here to behave with both patients and with colleagues. They apply to all of us, managers and employees, whatever our role or level...

At our best, we are a...		What we expect	What we won't accept
 Kind	Friendly and welcoming	Polite, smiles, gives a warm welcome and introduces themselves #hellomynameis	No eye-contact, abrupt, rude, shouts, creates conflict, little empathy.
	Respectful and compassionate	Treats people as individuals, maintains privacy and dignity, promotes equality and diversity, and takes time to do little things that matter.	'Too busy', doesn't act when people's dignity or privacy is compromised.
	Attentive and helpful	Is caring. Gets to know people; notices and asks about people's needs and acts on them.	Is unhelpful, makes people feel left alone, forgotten, unanswered; treats people 'like a number'.
 Professional	High standards	Follows and shares best practice, stays calm and reassuring, always aims for the highest quality. Has high standards of integrity and honesty.	Acts in ways that harm safety or quality, or make people feel unsafe.
	Organised and timely	Responds efficiently and promptly, makes best use of their time.	Keeps others waiting, duplicates work, creates delays or lack of continuity.
	Gives and welcomes feedback	Speaks up and challenges respectfully; welcomes constructive feedback as a way to learn and develop, supports others who speak up about concerns.	Criticises or blames others, is resistant to feedback about their own actions or about quality or safety concerns.
 Positive	Positive attitude	An optimistic can-do approach, focuses on what's 'up to me', takes personal responsibility.	Moaning, negativity, grumpiness and focuses on problems or issues.
	Appreciative and values others	Recognises and praises people's contributions, and takes time to give genuine thanks.	Belittles others, ignores their efforts.
	Pride in my role	Shows commitment to provide the best care or service, and takes ownership for our hospital and the care we provide.	Accepts second best, does or says things that are not in the best interests of our patients and hospital.
 Team	Listens, involves and collaborates	Works together, asks questions, hears, involves, gives choices and empowers others to achieve. Joins up teams and services, shares knowledge / learning.	Works in isolation, makes assumptions, is dismissive, blames or ignores other people or teams. Is not supportive or others. Talks over you.
	Clear communication	Explains clearly in ways different people can understand, ensures people know what to expect, gives accurate and timely information.	Lack of, or unclear explanations, or jargon, leaving others confused.
	Works together to keep improving	Aims for excellence, and is open to change. Always looking for ways to improve themselves or our services; and works with others to achieve that.	Is resistant to positive change, blocks new ideas, looks for reasons why things can't be done.