

Job Description

Job Title:	Medico Legal Assistant
Ward/Department:	Medico Legal – Health Records & Scanning department
Band:	Band 3 (TBC)
Responsible to:	Outpatients and Health Records Manager
Accountable to:	General Manager, Clinical Support Services

PATIENTS FIRST – SERVICE STANDARDS

At West Suffolk NHS Foundation Trust we promise to put Patients First. Our commitment to every patient, every day, doing our best to ensure they feel safe, in a clean and comfortable environment with highly professional staff who work together to achieve this.

We want our patients to feel cared for, with a courteous and respectful attitude from kind and helpful staff who have the time to listen and keep them informed at every step. We want them to feel confident that their treatment is provided by skilled and compassionate teams who will involve them in their care and who understand their time is valuable.

The Trust delivers services to patients seven days a week and aims to provide equality of treatment and outcome regardless of the day of the week. To meet these aims and changing service requirements, the Trust may need you either to work temporarily outside of your core hours or to permanently change your core working days and hours. The Trust will give you reasonable notice, where possible, of temporary changes to your days or hours of work and will consult with you and/or your staff representatives about substantial permanent changes, but ultimately, these are changes which may be required of you.

JOB PURPOSE

The post holder will support the Medico Legal manager to co-ordinate the service providing access to patient records in accordance with the Data Protection Act and the Access to Health Records Policy:

- To liaise with Patients, solicitors, police, coroners, hospitals, GP surgeries and other internal departments and external bodies to fulfil Subject Access Requests.
- To use multiple data sources and computer systems to compile the health records to fulfil Subject Access requests and redact information where necessary.
- To maintain patient confidentiality always.
- The post holder will deputise in the absence of the Medico Legal Manager.

KEY TASKS

Communication and Team Working

- Using diplomacy and tact and employing different communication methods such as email, face to face contact or by telephone, appropriately liaising with patients, police, hospitals, GP surgeries, legal representatives and any other agencies in the provision of an access to health records service which can be complicated and using sensitive information.
- To liaise with staff of all grades Trust wide in support of the medico legal department service.
- To pro-actively promote amongst clinicians, healthcare workers and any associated outside agency, awareness of the medico legal role and its uses within the Trust to raise the stature of the medico legal department and its professionalism.
- Facilitate improved communication within the department and between other departments by communicating complicated information to clinicians, managers, ward staff and other personnel.
- To be an effective member of the medico legal team, supporting colleagues and work to timescales and targets.
- Working closely with the Information Governance and PALS departments to ensure correct guidelines and patient experience are adhered to.
- Responsible for patient care when liaising and assisting with patients with their queries. Provide non-clinical information/advice on GDPR, Patient confidentiality, and other data protection issues to patients/clients/relatives/external bodies.

Planning and Organising

- To assist the Medico Legal Manager in maintaining departmental performance about quality and quantity by upholding agreed standards.
- To monitor own performance against previously agreed objectives as identified in the appraisal process.
- To be familiar with all processes of the patients' medical record.
- To use tact and diplomacy to assess each application for its complexity, urgency and to discuss with the Medico Legal Manager the level of disclosure required by the enquirer.
- Arrange and attend meetings, discussions and functions with regards to all aspects of access to patient medical records.
- Prioritise and manage own workload considering national guidelines on submission deadlines for subject access requests whilst dealing with incoming queries, progress chasing and problem-solving other issues.
- Organise and triage the incoming and outgoing post for the department.

Managing People and Resources

- To take personal responsibility to ensure the correct usage of all resources provided by the Trust to perform tasks.
- To identify, support implementation and participate in any cost improvement measures as required by the department or the Trust.
- To take personal responsibility for maintaining security of the department and of medical records.

- Report incidents and near-misses promptly and appropriately, taking effective action to minimise future risks, and documenting as required.
- Respond appropriately to the changes in demand, prioritising and reviewing priority of workload.
- Occasionally dealing with money through either GDPR fees or charitable fund donations.
- Maintain and ensure up to date and accurate data on the Medico Legal Database.
- Demonstrates duties to new starters.

Training and Teaching

- To continually build knowledge of the Data Protection Act and the Access to Health Records Policy.
- To actively seek and attend in house training, workshops, formal training, open discussions and briefings from various expert sources, to maintain current efficiency and to increase knowledge and experience levels as required.
- To actively seek knowledge and experience levels required to achieve and maintain agreed objectives.
- To be responsible for attaining and maintaining proficiency levels necessary to support the patient record process and relevant tasks within the medico legal department.
- To be responsible for supporting training to new or less experienced members of staff as required.

Policy and Service Development


- To adhere to current Department policies and procedures and conform to National Standards as established by the Outpatients and Health Records Service Manager.
- To be knowledgeable of the correct procedures for developing, maintaining, retrieving, tracing and searching for patient records.
- To work within the overall framework of Clinical Governance.

Administration

- To collate information from different systems. Requirement to read and redact all relevant information where necessary. If errors or omissions are detected in the medical record to report issue to appropriate department.
- To complete requests for access to patient medical records. To also complete Department of Work and Pensions forms for information in Inpatient stays.
- Complete checks using the Information Commissioners Office registration system and the Summary Care record to ensure information can be released to appropriate parties.
- Exposure to sensitive information and imagery which can be stressful and/or upsetting.

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

Person Specification

REQUIREMENTS	ESSENTIAL	DESIRABLE	EVIDENCE
Values and behaviours – these will be discussed and assessed throughout the selection process	<p>#  my name is...</p> <p>Willing to start every interaction with “Hello, my name is...” in order to build good working relationships and communication links with colleagues, patients and their families</p> <p>Keen to put patient care at the heart of work to improve outcomes and service delivery</p> <p>Motivated to deliver the highest possible standards and quality outcomes</p> <p>Willing to “be the best you can be”, continually looking for ways to improve and develop in order to reach full potential</p> <p>Confident to encourage others to develop themselves and the service through improvement, innovation and continuous development</p> <p>Able to work effectively in conjunction with others (patients, colleagues, families) to contribute to the delivery of high quality healthcare</p> <p>Build positive working relationships, respecting and valuing the contributions made by others and acting in a considerate, helpful and inclusive manner at all times</p>		Interview
Education & Qualifications	<ul style="list-style-type: none"> Maths and English to GCSE A-C or equivalent. Qualification at A-levels/AS Level/NVQ Level 3 standards or equivalent relevant experience 	<ul style="list-style-type: none"> Medical Terminology ECDL or equivalent RSA Level 2 or equivalent 	Application and evidence at interview.
Experience & Knowledge	<ul style="list-style-type: none"> Experience of working within a team-based environment Experience of working on own initiative and prioritising workload. Clerical/administration experience. Understanding of Data Protection Act/GDPR 	<ul style="list-style-type: none"> NHS Experience. Working knowledge of e-Care and Evolve and other hospital systems 	Application Form. Interview.

Skills & Abilities	<ul style="list-style-type: none"> • IT Skills • Excellent communicator and customer care skills. • Ability to work calmly in a busy environment and under pressure. • Highly self-motivated. • Ability to prioritise and organisational skills. • Good attention to detail. 	<ul style="list-style-type: none"> • Interpersonal skills. • Time management skills • Ability to analyse data/information. 	Application form. Interview.
Personal Qualities	<ul style="list-style-type: none"> • Team player. • Polite and efficient manner. • Able to deal with difficult and/or sensitive situations in a professional manner. • Diplomatic 		Application form. Interview.

Our FIRST Trust values

First for patients and community

We will provide the highest possible quality service and care for our patients and their relatives within the available resources.

Integrated team working

We will adapt our skills and attitudes as needs change and develop, working in partnership with colleagues and service users in an environment conducive to learning.

Respect and courtesy

We will show understanding and respect for each other, being open and honest in our communication with colleagues and service users.

Supporting and valuing staff

We will provide equipment, training and an appropriate working environment for all staff, to help them do their job effectively and progress in their personal development.

Two way open communication

We will take responsibility for maintaining a two way flow of communication and providing a welcoming, safe and secure environment for patients and staff, providing information about changes to our processes when they happen.

[Find out more about our visions and values](#)

Putting You First

By creating a safe, supportive and honest environment; by caring for each other, listening and being helpful and by working together, valuing each other's time and contribution we can create a working environment in which every member of staff can thrive.

 my name is...

In support of our culture of **Putting You First**, we ask all of our teams to make it the norm for everyone working at West Suffolk Hospital to start every interaction with “**Hello, my name is...**” It is a small gesture, but one that really makes a difference. It's the least we can do as part of building good working relationships with both patients and other colleagues. It is the first rung on the ladder to providing compassionate care and often getting the simple things right, which means the more complex things will follow more easily and naturally.

[Find out more about Hello, my name is...](#)

To help us achieve our vision and values, we also have a set of Patients First Service Standards. As a member of our team, you will need to live these standards, placing them at the heart of everything you do.

On the next page, you will find some further information on our Patients First Service Standards. **If you are invited to attend for a job interview, you will be asked to talk about one of our Service Standards, explaining why you think it is relevant to the position you have applied for and how you would incorporate it into your everyday working life.**

Patients First Service Standards – Putting You First

Putting You First recognises the importance of both patients and staff members. When patients and staff work together with mutual respect and understanding, real achievements can happen.

Our ten behavioural standards underpin this value. Our staff members play an important role in ensuring that the behavioural standards become a way of working. Paying attention to detail, embracing diversity, listening to ideas, being open, honest and aware – these are just some of the key principles we ask of our staff. Hospitals can be daunting places to come, and it is up to us to ensure that the experiences of those people having treatment here and working here are as pleasant as possible. **When recruiting new staff to our teams, we look for people who will place these standards at the heart of everything they do.**

[Find out more here](#)

1. Clean – patients are safe

We will be vigilant across all aspects of safety, practice hand hygiene and show attention to detail for a clean and tidy environment wherever we work.

2. On stage – patients feel safe

At all times, we will look and behave professionally, acting as an ambassador for the Trust so that patients, families and carers feel safe and are never unduly worried.

3. Honest – patients stay safe

We will be confident to speak up if standards are not displayed, appreciative when they are and we will be open to 'positive challenge' by colleagues.

4. Courteous and respectful

Whatever our role, we will be polite, courteous and positive in the face of adversity and we will always be respectful of people's individuality, privacy and dignity.

5. Communicate and listen

We will take the time to listen, asking open questions and keeping people informed of what's happening, providing smooth handovers.

6. Helpful and kind

We will keep our "eyes open" for (and will not avoid) people who need help; we will take ownership of delivering, ensuring that we are all people that others can rely on.

7. Informative

We will involve patients as partners in their own care, helping them to be clear about their condition, choices, and care plan and how they might feel and we will answer their questions without using jargon.

8. Timely

We will appreciate that other people's time is valuable and offer a responsive service to keep waiting to a minimum, helping patients to get better quicker and spend as little time in hospital as appropriate

9. Compassionate

We understand the important role that patients and families feelings play in helping them feel better and will be compassionate, gentle, reassuring and considerate of patients' pain.

10. Improving is everyone's job

We will look to simplify processes, eliminate waste and increase efficiency by putting patients first. We will seek out and act to solve patients' frustrations and take part in evidence-led quality improvement. We will be happy to be measured and held accountable for our own roles, quality for patients and Trust performance.