

Job Description

JOB TITLE:	IG & Legal Services Assistant
BAND:	3
ACCOUNTABLE TO:	Richard Jones, Head of Governance
RESPONSIBLE TO:	IG & Legal Managers

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:

- To manage the legal claims process
- To liaise with solicitors, coroners, hospitals, GP surgeries and other internal/external departments to fulfil legal requests.
- To use multiple data sources to complete records requests for solicitors and NHS Resolution and complete Court documentation.
- To maintain patient confidentiality
- Represent the team at legal meetings with solicitors and clinicians

KEY TASKS

Legal Services

- Process all clinical negligence, personal injury and early notification claims for the Trust – create claims on datix, raise claims with NHS Resolution under CNST, LTPS or EN schemes, create legal files from different Trust IT systems and monitor the progress of all claims.
- Deal with distressing claims containing highly upsetting material where patients have been physically or mentally impacted by the Trust or their staff.
- Liaise with Trust solicitors regarding complex claims in respect of clinical input and supporting documents (eg datix investigations, medical records, RCA reports and witness statements).
- Compile and complete appropriate court documents in respect of clinical negligence claims.
- Communicate with NHS Resolution to ensure they have the appropriate information in respect of clinical input and supporting documents (eg datix investigations, medical records, RCA reports and witness statements) to defend a claim.
- Communicate with all levels of clinical and non-clinical staff for every legal claim using appropriate styles depending on the situation eg email, telephone or face to face.
- Arrange and represent the team at meetings/conversations with Trust staff and solicitors regarding claims.
- Identify, record and monitor completed learning from closed and settled claims.
- Monitor the outcomes of claims and ensure learning and associated actions are recorded and completion is monitored.
- Assist as requested in preparation of meetings and distribution of papers as required.
- Copy/download records for all clinical negligence claims from different Trust systems, ensuring submission of all relevant information for a claim.
- Produce reports from datix for the Head of Information Governance & Legal Services for governance meetings, GIRFT learning and the corporate risk committee.

Information Governance

- Provide efficient administrative and clerical support to the team.
- Deliver face to face mandatory IG training in the absence of the Head of IG and Legal Services.
- Logging FOI requests, acknowledging requests and co-ordinating responses.
- Updating training compliance on ESR.
- Schedule and carry out IG MOT's reviews.
- Carry out audit/reconciliation work to support the DPO function as directed.
- Assist in gathering and presenting information relating to data flows.
- Deal with face to face or telephone enquiries, convey messages, transfer calls and update contact logs as necessary while maintaining confidentiality at all times.

General

- To continually develop knowledge of data protection, freedom of information and legal framework for clinical negligence.
- Undertake statutory, mandatory and job-specific training as required in accordance with Trust policy.
- To be responsible for receiving and processing of mail

Person Specification

REQUIREMENTS	ESSENTIAL	DESIRABLE	Evidence
Education & Qualification	<p>5 x GCSE – minimum level 5 including English and Maths</p> <p>Qualification at A level/AS level/NVQ level 3 or equivalent relevant experience</p>	ECDL or other recognised IT qualification	<p>Application</p> <p>Application / Interview</p>
Experience & Knowledge	<p>Evidence of previous legal administration or clerical experience</p> <p>Experience of handling confidential and sensitive information</p> <p>Evidence of working in a data protection regulated organisation</p> <p>Understanding of GDPR/Data Protection Act</p>	<p>Experience of working in a healthcare setting</p> <p>Working knowledge of the Datix system</p>	Application / Interview
Skills & Abilities	<p>Excellent written and verbal communication skills</p> <p>Able to deliver training effectively</p> <p>Professional and confident telephone manner</p> <p>IT Literacy – intermediate level skills in all MS Office suite</p> <p>Able to work on own initiative within guidelines</p> <p>Good attention to detail</p> <p>Ability to adapt to changing situations quickly</p>	Display tact, confidentiality and initiative	Application / Interview
Personal Qualities	<p>Able to work as part of a team or individually</p> <p>Able to deal with difficult and/or sensitive situations in a professional manner</p> <p>Flexible approach to work</p> <p>Able to work under pressure with changing demands</p> <p>Organised and methodical ways of working</p>		Application / 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.