

JOB DESCRIPTION

Access to Health Records Officer

Post:	Access to Health Records Officer
Band:	3
Division:	Trust Services
Department:	Medical Records
Responsible to:	Assistant Health Records and Scanning Bureau Manager

Job purpose

To be operationally responsible for providing the administration of a patient focussed service in a professional and timely manner whilst adhering to National and Trust policies / targets relating to Access to Health requests.

Main duties and responsibilities

- Responsible for co-ordinating and ensuring that all requests for Access to Health Records to the Trust are dealt with in an efficient and timely manner within the set timescales.
- Responsible for accurately recording all requests onto the Trust Access to Health Records (AHR) workspace system.
- Responsible for producing reports from the AHR workspace in relation to Access to Health Records requests, response times, and audit trails etc.
- Responsible for ensuring mechanisms are in place to retrieve records, copy records and to liaise with multi-disciplinary staff where the need arises regarding disclosure.
- Responsible for processing all associated documentation regarding appropriateness of requests, photocopying, consent and identification checks ensuring that processes are consistent, transparent and legally compliant.
- Ensure all telephone enquiries are dealt with in an efficient and confidential manner
- Ensure that all paper records are processed and tracked in accordance with Trust policies and procedures and Trust-wide Tracking Systems.
- To actively promote good practice within the department and report through any issues of concern relative to the service provision and job role.
- To keep up to date with new developments and service changes in relation to Clinical Records, General Data Protection, Caldicott, Health Records Management (including the Trust Electronic Document Management, Evolve) as part of an individual development plan
- To support and be involved with service planning, service improvement and implementation under the direction of the Assistant Health Records & EDM Management team.

- Compliance with the Data Protection Act 1998 and Information Governance.
- Responsibility in all dealings with staff and patients to comply with legislative requirements and best practice in acknowledgement of managing diversity, equal access and equal opportunities.

Planning and Organisational Duties

- The ability to plan and organise own workload whilst assisting colleagues to meet the Departmental needs of the service regarding the timely response and actioning of all Access to Health requests and other associated service requirements. This will include checking breach dates, chasing clinicians for sign-off forms, ensuring that documentation is released to the relevant parties within Trust time scales.

Communication and working relationships

- Regular contact with the Trusts legal Department, Clinical Staff, other Trusts, Bristol City Council, Solicitors, and Police etc.
- Maintain daily contact with colleagues working within the team to ensure priorities are met and targets achieved
- Regularly update management team regarding outstanding issues, potential areas of concern and any other associated problem.

Responsibility for Finance

- Ensure that once all documentation is returned and checks made the IDA (Invoice system) is updated and the information maintained in a timely and accurate manner.
- Identify and manage stationary needs for the Access to Health Records process
- Ensure equipment used is fit for purpose and report any breakages, failures to line manager.

General Information:

The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible

- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, transparency and candour.

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory

- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
 - Disclose information appropriately, in line with the Data Protection Act 1998.
 - To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
 - Always trace patient notes on the Patient Administration System
 - Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.
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Job Description completed/reviewed by: Vincent Coombes

Managers name: [Content removed]

Date: July 2019

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

PERSON SPECIFICATION

Access to Health Records Officer

Education and Qualifications		Essential	Desirable	To be evidenced by*
Q1	Possessing GCSE or equivalent Maths and English	✓		A
Q2	Advanced ECDL or equivalent experience	✓		A
Knowledge and Experience		Essential	Desirable	To be evidenced by*
E1	Experience of dealing with the public and other outside agencies, both on the telephone and in person.	✓		AI
E2	NHS or Public sector experience	✓		A
E3	Experience of using Microsoft: Word, Excel, Outlook and PowerPoint	✓		AI
E4	Experience of working in a busy office environment, utilising administrative skills.	✓		AI
E5	Knowledge of the General Data Protection Act and Access to Health Records Request Procedures	✓		AI
Skills and Abilities		Essential	Desirable	To be evidenced by*
S1	Good typing skills and a high level of accuracy		✓	AI
S2	Good communication and interpersonal skills.	✓		AI
S3	Proven ability to meet deadlines and work under pressure	✓		AI
S4	Ability to work independently and manage own workload	✓		AI
S5	Willingness to learn new systems.	✓		I
S6	Commitment to the provision of a high quality service, which supports the improvement of patient service.	✓		I

Behaviours and Values	Essential	Desirable	To be Evidenced by*
B1 – Respecting Everyone	✓		I
B2 – Embracing Change	✓		I
B3 – Recognising Success	✓		I
B4 – Working Together	✓		I

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A = Application Form
I = Interview
P = Presentation
T = Test