

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION

Job Title: Clerical Officer / Receptionist

Reports to: Administration Services Manager

Department, Ward or Section: Medical Records

CHP, Directorate or Corporate Department: Argyll & Bute

Job Code: **ARGLLORNADMIMEDR08**

No of Job Holders: 4

Effective date of this job description: 30th November 2016

2. JOB PURPOSE

To support effective clinical care by providing an efficient medical records service to patients, clinical staff, nursing and AHP staff. Ensure patient appointments for clinics, day cases and in patient admissions are administered and processed accurately, within the 18 week guidelines and Patient Access Policy and that patients' medical records remain confidential, are securely stored and are available as and when necessary.

Covering Reception duties

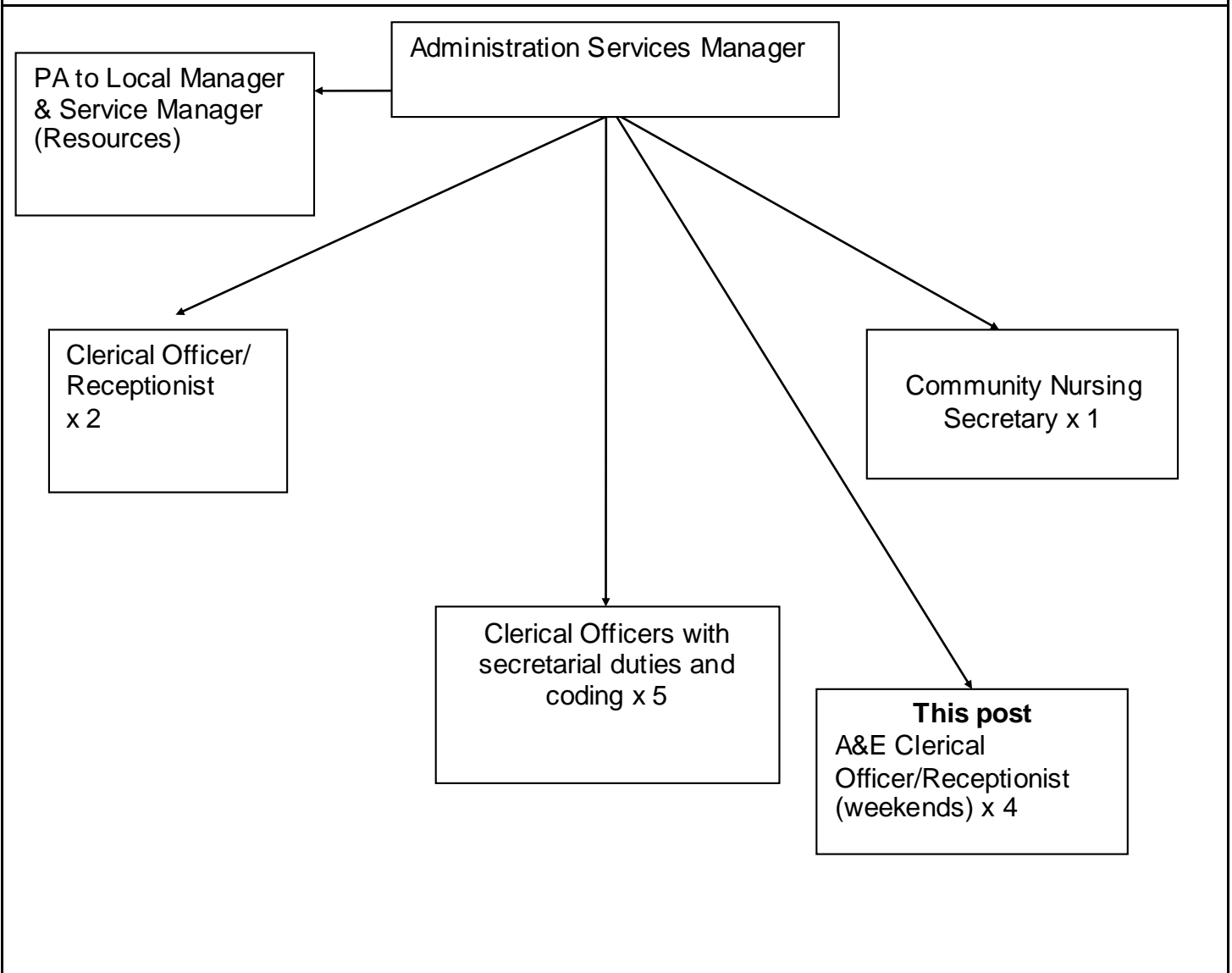
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3. DIMENSIONS

Mid Argyll Community Hospital is a 33 bedded community hospital providing both in-patient and out-patient services. A&E services are also provided within the hospital.

The post holder does not supervise other staff but will help new starts to learn their role.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT OR SECTION

To provide clerical/ reception duties within Mid Argyll Community Hospital. The Medical Records Department provides a reception, clerical & secretarial service to clinical staff & AHP's within the hospital and also visiting consultants and their teams providing outreach services. The department keeps case records safe and secure in line with NHS policies and procedures and is the focal point for all medical records services providing appointments, reception cover, case record prepping, typing of correspondence, legal work, clinical coding, providing case records for audit and any other services as required within the role.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Prepare case records for outpatient clinics and inpatients ensuring all records are available and include all appropriate documentation.
2. Extract case records from file for admissions, outpatient clinics or as required by other authorised personnel.
3. Process requests from Court, Solicitors, Compensation Recovery Unit, Government bodies and patients for access to health records and comply with these requests under the Data Protection Act.
4. To extract clinical information via patient records and clinical systems to facilitate high quality clinical coding.
5. Gathering of stats and running reports on patient administration system.
6. Operation of computerised patient administration system, out patient appointment system, waiting list systems and other data bases across a number of sites within Argyll & Bute CHP, ensuring patient information is accurate and up to date in compliance with the Data Protection Act, to support patient care and facilitate National Returns.
7. Answer telephone and deal with enquiries from a variety of sources both internal and external.
8. Ensure electronic tracer system is accurately updated when extracting and filing case records.
9. Where appropriate collect case records from other areas of hospital for filing and distribution purposes.
10. File case records and assist in maintenance of the filing room area to ensure maximum level of case record availability, and participate in the condensing of multi volume case records to assist in the quick retrieval of clinical information.
11. Clerical support including typing/audio typing to Health Care Professionals.
12. Process referral letters either manually or electronically via Scottish Care Information Gateway and/or log details on to computer system and process the referral letter and where appropriate the case record to the Health Care Professional for prioritisation.
13. Arrange appointments for patients, either by mail or liaison with the patient via the telephone in line with Patient Access Policy, in accordance with Health Care Professional's instructions using appropriate computerised appointment system and to process ongoing correspondence supporting the patient pathway to patients and relevant Health Care Professionals.
14. Assist in out patient clinic management including cancelling clinics per instruction, ensuring clinic levels are correct based on Health Care Professional's instructions. Calculation of waiting times, ensuring appropriate reports are run and action is taken on outstanding referrals.
15. Reception of patients at reception areas and operating switchboard and passing calls on to the appropriate department, ensuring timely response to telephone/answer phone messages.
16. Providing cover for other staff daily and during sickness/holidays.
17. Provide clerical service to wards ensuring case records are available for admissions, reports are filed, case records are tidied on discharge, follow up appointments arranged and case records forwarded to secretaries for discharge summaries, and ad hoc typing
18. Act as Stage 1 Officer in identifying overseas/cross boundary visitors and forward this information to appropriate officer in order that the CHP can recoup treatment costs where appropriate. Ensure non contractual activity forms are completed and forwarded to Information Services.
19. Ordering and processing of appropriate appliances, equipment & stationary as directed by the Health Care Professionals.
20. Arrange ambulance transport where applicable.
21. Assist with training of new medical records staff.
22. Organise own day to day work, tasks or activities/plan and organise some ongoing as part of a team.
23. Responsible for tracking, managing and following up urgent referrals to comply with timescales and deadlines.
24. To be prepared to attend training in all aspects of the medical records function.
25. Completion of Scottish Morbidity Records and where necessary correction of errors and configuration of queries as provided by the Information Services Division.

26. Support audit as appropriate.
27. Adhere to national and local policies, procedures and guidelines as directed by NHS Highland.
28. Participate in the PDP and e-KSF process and take responsibility for personal development, and would be required to complete all mandatory training.

7. EQUIPMENT AND MACHINERY USED

<p>Please describe any machinery and/or equipment used in the job:</p> <p>Computers</p> <p>Dictaphones/Digital Dictation</p> <p>Photocopiers</p> <p>Ladders/Kik steps</p> <p>Shredding machines</p> <p>Fax Machines</p> <p>Telephones</p> <p>Trolleys</p> <p>Laminator</p> <p>Guillotines</p> <p>Scanners</p>	<p>Give brief description of use of each item used:</p> <p>Typing all correspondence & reports. Updating patient information.</p> <p>For the use of visiting Health Care Professionals.</p> <p>Photocopy information</p> <p>Extracting case records from file</p> <p>Destruction of confidential waste</p> <p>Communicating with other parties</p> <p>Communicating with other parties</p> <p>For the transportation of case folders</p> <p>To laminate notices, etc</p> <p>To cut notices, information sheets</p> <p>To scan documents to file</p>
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8. SYSTEMS

<p>Please describe any system used in the job:</p> <p>Patient Management System – multi sites within Argyll & Bute CHP, NHS Highland</p> <p>MPI/Out Patient Management Systems</p> <p>Ambulance Booking System</p> <p>Scottish Birth Record</p>	<p>Give brief description of use of job holder's role in relation to each system:</p> <p>Recording and updating patient information including tracking of case records on a number of sites, admissions/discharges, in patient & day case waiting list information. Clinical coding on different databases over a number of sites within NHS Highland. Running of reports.</p> <p>Booking patient appointments. Producing clinic appointment lists/letters, reception of clinics. Record clinic outcomes. Coding of SMR00s.</p> <p>Booking transport for patients</p> <p>Recording details of new births and any babies admitted during the neonatal period for National</p>
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Community Health Index 24	returns.
Scottish Care Information Gateway	Checking patients' details for accurate Community Health Index numbers.
Electronic Mail	Receiving of electronic referrals letters from GPs, other referrals
Microsoft Office	Communicating with colleagues and other departments and hospitals.
WinVoice Pro	Typing letters and preparing basic forms as required. Use of spreadsheets & powerpoint
Internet/Intranet	Typing letters / digital dictation
	Accessing information

9. ASSIGNMENT AND REVIEW OF WORK

The post holder provides reception and clerical support to hospital clinicians and AHP's and as directed by Administration Services Manager. Workload is generated by Visiting Consultants, GPs, Wards, AHP Departments, Community Services and self generated. Work is reviewed on a regular basis.

The post holder is managed by the Administration Services Manager but will work with minimal direct supervision and will be required to prioritise relevant tasks, deciding the manner in which they should be carried out based on original instructions/procedures, NHS policies and procedures and seeking advice where appropriate.

The post holder is encouraged to put forward ideas/suggestions for improving on the service.

10. DECISIONS AND JUDGEMENTS

Although the position is line managed, staff required to work on their own initiative, to meet deadlines in preparation of case records for clinic attendance and admissions and informing patients of appointment dates. Escalate and seek guidance as required. Deadlines must be adhered to. Staff must ensure that patient confidentiality is maintained at all times.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Dealing with other health boards and agencies with different priorities. Ensuring case records from a number of sites within Argyll & Bute CHP and GG&C hospitals are properly presented in the correct place at the right time. Ensuring correct information is correctly communicated between sites and that data bases are updated over the sites ensuring accurate patient information is recorded. Ensuring deadlines for submitting data are met. Communicating with patients and others in a professional manner under difficult circumstances. Unpredictable working day/staff shortages.

12. COMMUNICATIONS AND RELATIONSHIPS

Senior Departmental Staff	Work related or personal issues	Any difficulties encountered: Staff shortages, communication issues, potential breaches of waiting times.
Patients	Appointments/Reception	Difficult, distressed, violent, anxious and special needs patients requiring tact and diplomacy in the way they are dealt with.
GPs & their staff	Appointments/referral letters	System failures causing delays and communication breakdown.
Medical, Nursing and Allied Health Professionals	Clinics/theatre lists/ admissions/discharges/ patient information	Cancellations, short notice, unreasonable demands, communication issues
Laboratory Staff	Laboratory Results	Lack of information/ communication issues
Secretaries	Patient appointment information/clinics/admissions/ theatre lists	Communication issues
Ancillary and Ambulance Staff	Transportation of case records and patients	Unavailability of transport, lack of awareness around timescales
Patients' relatives & carers	Patient information	Difficult, distressed relatives.
Police, Council, Clergy, Government Bodies, Solicitors, Courts, Procurator Fiscal	Information requests	Possible unauthorised access to patient information.
Cancer Tracking	Patient information / pathway delays	Difficulties following up from other health boards.
Information Services	Stats, returns, validation	Communication Issues

13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB	
Physical skills:	Computer literate, audio typing, accuracy, manual handling, good communication skills.
Physical effort:	Lifting and moving case records, climbing ladders, frequent sitting and use of VDUs, and the strength to handle heavy case records and x-rays
Mental demands:	Ensuring deadlines are met and case records, patients and clinicians are at correct location at the right time. Constant interruptions with telephone calls. The ability to multi-task. Computer failures. Occasional clinical coding.
Emotional demands:	Occasional aggrieved or distressed patients or relatives. Dealing with pressurised clinical staff. May come into contact with distressing situations or information.
Working conditions	Occasional exposure to aggrieved or distressed patients or relatives and pressured clinical staff. Handling dirty and dusty case records, lack of space and light. Frequent use of VDU.

14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB		
<ul style="list-style-type: none"> • A good general educational background is required along with proven work experience preferable within an office environment. • Previous NHS experience desirable. • Good organisational and communication skills. • Computer literacy with excellent keyboard skills. • ECDL/SVQ2 or equivalent • A knowledge of medical terminology is desirable but not necessary. • Certificate of Technical Competence or willingness to work towards. 		
Clerical	1 year	General
Computer	1 year	Keyboard/windows skills
Reception/Working with the public	6 months	Good communication skills

15. JOB DESCRIPTION AGREEMENT	
I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.	
Job Holder's Signature:	Date:
Manager's Signature:	Date: