

**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** | | | | | |
| Job Title | | Mailroom Supervisor | | | |
| Immediate Senior Officer/ Line Manager | | Patient Data Services Team Manager | | | |
| Department | | Medical | | | |
| SBU | | P&CFS | | | |
| Location | | Edinburgh | | | |
| CAJE Reference | | **NPPCFSG934** | | | |
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| **2. JOB PURPOSE** | | | | | |
| To supervise and oversee the receipt, sorting, and dispatch of paper medical records to and from GP Practices in Scotland, Records scanning and Storage suppliers and, other UK Health Authorities, meeting specific daily deadlines. | | | | | |
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| **3. DIMENSIONS** | | | | | |
| The Practitioner & Counter Fraud Medical Service Delivery Department provides services to more than 900 General Practices on behalf of all NHS Boards in Scotland. We manage the registration and primary care medical records for patients in Scotland. The patient population served is the whole of Scotland, some 5.5 million patients as registered on the national patient registration and identification databases. Approximately 440,000 medical record transfers are carried out annually with approximately 1.8 million updates and changes to the national CHI patient database.  The Mailroom Supervisor oversees the day-to-day running of the medical records mail room to support the transfer of approximately 150,000 paper medical records per annum. The post holder has responsibility for supervising a team of approximately 8 Mailroom Assistant staff, coordinating their daily workload allocation and identifying training needs.  The post holder has responsibility for ensuring sufficient mail room supplies are available to support the effective running of the day-to-day mail room operations including engaging with courier supplier to ensure stock levels of essential equipment such as mail sacks are maintained. | | | | | |
| **4. ORGANISATION CHART** | | | | | |
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| **5. ROLE OF THE DEPARTMENT** | | | | | |
| The Practitioner and Counter Fraud (P&CFS) Strategic Business Unit (SBU) validates, authorises, and makes accurate payments and patient registration for NHS Services to Scotland’s GPs, dentists, community pharmacists, dispensing doctors, appliance suppliers, stoma providers and optometrists, processing and checking millions of claims every month. The SBU works to deter and detect fraud both inside the NHS and beyond, coordinating awareness campaigns and leading investigations. The SBU also provides a full range of conference, events, and committee services.  Within the SBU, the service delivery business functions are responsible for the maintenance and integrity of the Community Health Index of patients registered with GP practices and presenting elsewhere for planned and emergency treatment throughout NHS Scotland. This index is critical to support patient care, public health screening and immunisation, surveillance, and research. It is also a vital part of the identification of patients in acute and secondary care. We also maintain and update other population databases for patients registered with dentists and community pharmacies for a range of services.  Service Delivery also validates, calculates, processes, reviews, and verifies payments from 100s of millions of transactions and registration updates These payments are made to GP practices, dentists, community pharmacies, dispensing doctors, appliance suppliers, stoma providers and opticians.  Service Delivery is responsible for the transfer of all patient primary care medical records, the assignment and removal of patients from GP Practice lists and the issue of medical cards, and medical and maternity exemption and entitlement certificates.  The three regional offices, based in Edinburgh, Glasgow, and Aberdeen, provide a full range of support activities in relation to General Medical Services, Community Pharmacies, dispensing doctors, appliance suppliers, stoma providers, high street Opticians and dentists providing General Dental Services in Scotland and to all NHS Boards. | | | | | |
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| **6. KEY RESULT AREAS** | | | | | |
| Oversee and coordinate the efficient processing of the receipt and dispatch of paper medical records in a confidential manner ensuring adherence to the Data Protection Act and NSS Confidentiality Agreements and to process to specific daily deadlines in order to provide a high quality and integrated service.Supervise and appraise the Mailroom Assistants in accordance with the National Services Scotland TURAS Appraisal system, ensuring all training needs are assessed and administered according to NSS guidelines.  1. Routinely evaluate, processes, develop and implement new ways of working to ensure the efficient and effective operation of the mail room, while taking into consideration the needs and opinions of both the business and the mail room staff. Process changes, both short-term (or emergency solutions) and long-term (or fixed solutions) often require negotiation with the appropriate courier service to enable implementation, while constantly reviewing the situation and keeping all customers informed.      1. Prioritise mailroom workload including the frequent re-scheduling and re-planning where mail/courier companies cannot meet scheduled deliveries due to unforeseen problems. 2. Advise customers, couriers and staff regarding mailroom procedures.  Supervise the processing of medical records using Barex Computer System, scanning barcoded medical records into storage boxes for uplift by Courier to Paper Light Storage Companies.Check and file accurately medical records for transfer to new GP practices, Records storage/scanning suppliers or Health Authorities in preparation for the daily collections.Maintain a positive Health and Safety culture ensuring staff are properly trained in manual handling skills enabling Health and Safety legislative policies to be maintained at all times and that equipment is used according to manufacturer’s instruction.Co-ordinate and supervise dispatch of Medical Records to GP Practices and Health Authority areas. This must be done within agreed deadlines to assist in the achievement of the key performance indicators.Deal with delivery queries for GP practices, Health Authorities and couriers in an efficient manner ensuring a customer focused approach is undertaken at all times.Maintain the information available to facilitate the accurate medical record transfer, ensuring labels and lists are kept regularly updated with GP and GP Practices changes. Ensure data is accurately recorded. | | | | | |
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| **7. ASSIGNMENT AND REVIEW OF WORK/ DECISIONS AND JUDGEMENTS** | | | | | |
| Work is generated by incoming and outgoing medical records from, GP surgeries and Health Authorities The post holder manages and supervises as part of a team and is expected to show appropriate decision and autonomous judgement abilities when prioritising the workload dictated by the daily deadlines that are in place with regard to collection and delivery times.  The post holder chairs mailroom team meetings and attends relevant departmental meetings.  Appraisal of performance is undertaken annually by the Patient Data Services Team manager, via the TURAS review and development process. The post holder is expected to ensure compliance with all the relevant trainings, personal development and the appraisal process. | | | | | |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS** | | | | | |
| The postholder is required to develop strong working relationships with both internal colleagues and external stakeholders communicating using both written/electronic correspondence and face-to-face meetings.  The purpose of such communication includes advising and coordinating of delivery schedules to ensure efficient mailroom operations and ordering of supplies mailroom equipment such as mail sacks or storage boxes.  Internal Relationships:   * Daily contact with staff in the office and other P&CFS Sites. Regular contact with Patient Data Services team Manager and the Operations Manager.   External Relationships:   * Daily contact with Medical Practices and Health Authorities. * Contractors, Family Health Services in England, NI & Wales * Couriers – NHS and Non-NHS * Storage and Scanning companies * Royal Mail, Shred It. | | | | | |
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| **9. MOST CHALLENGING PART OF THE JOB** | | | | | |
| Supervising staff and ensuring all deadlines are met on a daily basis whilst providing the best possible service. This requires a strong customer focused approach together with a great deal of physical effort and commitment whilst maintaining a knowledgeable, efficient and well-motivated mail team. | | | | | |
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| **10. Systems** | | | | | |
| The postholder is required to input data on the following systems to track the movement of paper medical records:   * CHI/CHI Web Interface * Barex Barcoding system * Royal mail online business software * Storage System (Oasis) * External/Internal Transport interface * Microsoft Teams * Crown Flexi * TURAS * LearnPro * iMatter * Service Now | | | | | |
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| **11. WORKING ENVIRONMENT AND EFFORT** | | | | | |
| **Physical Effort** | | | | | |
| Heavy lifting of boxes and sacks weighing up to 20kgs, on a regular basis. Pushing heavily laden cages, daily. Emptying and filling boxes and sacks with medical records. Standing for long periods. Moving and handling of deliveries to and from the building. | | | | | |
| Mental Effort | | | | | |
| Working to strict deadlines. Undertaking highly repetitive tasks day to day. Working under pressure when frequently short staffed. Receive delivery items and requests from GP practices at short notice. | | | | | |
| **Emotional Effort** | | | | | |
| Dealing with delivery drivers  Supervision of mailroom assistants to co-ordinate day-to-day activities and assignment of tasks. | | | | | |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT** | | | | | |
| |  | | --- | | Environmental/Working Conditions Post holder exposed to dust and paper fibres from medical records daily. Working in adverse environmental conditions caused by restricted space and/or uncomfortable hot/cold environment.  Fatigue from standing for long periods. Machinery & Equipment The Postholder is required to use the following equipment:   * Printer * Telephone * Document scanner * Photocopier * Laminator * Document Shredder * Guillotine * Barex System | | | | | | |
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| **13. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** | | | | | |
| **ESSENTIAL**  **QUALIFICATIONS & TRAINING**  Educated to NVQ Level 3 or equivalent  **SKILLS & KNOWLEDGE**  Numerate and accurate  Good organisational skills  Good customer focus  Manual handling skills  **WORKING EXPERIENCE**  Experience of working within a busy  Office environment  Supervisory experience  Knowledge of NHS databases and working within an NHS environment  **OTHER ATTRIBUTES**  Co-ordinating and managing a team.  Able to work in a team and able to use initiative at all times.  Good Communication skills  Ability to maintain strict confidentiality and work to strict deadlines  Flexibility and working under own initiative | | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | | |
| Postholder Signature: |  | | Date: |  |  | |
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| Postholder Print: |  | |  |  |  | |
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| Manager Signature: |  | | Date: |  |  | |
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| Manager Print: |  | |  | | |
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| Manager Title: |  | |  | | |
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