 NHS Forth Valley

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **1. JOB DETAILS** |  |
| **Job Title:** | **Senior Information Analyst** |
| **Immediate Senior Officer/Line Manager:** | **Principal Information Analyst** |
| **Department(s):** | **Facilities and Infrastructure** |
| **Job Reference:** | **UD-BN-AC-228** |

|  |
| --- |
| **2. JOB PURPOSE** |
| To perform in-depth highly complex statistical analysis of data extrascted from the various information systems, and to provide an expert consultancy service to clinicians and general managers.  To take a central role in the development of Information Services to support the Operational Units, IT, Information Governance, Health Records & eHealth Programme Office providing specialist advice to ensure that data specifications conform to local and national needs, and that subsequent information provision is relevant and meaningful.  To provide professional expertise, training and advice to other analysts within the department. |

|  |
| --- |
| **3. ROLE OF THE DEPARTMENT** |
| To provide NHS Forth with key operational services in the field of Information Management, supporting a number of organisationally critical projects including the analytical and statistical services from patient administration systems, and enhanced use of Business Intelligence.  The Information Services Team provides health information, health intelligence, statistical services and advice that support NHS Forth Valley and partnerships in progressing quality improvement in health and care and facilitates robust planning and decision making.  The Information Services Team works in partnership with ISDScotland, Forth Valley hospitals, Forth Valley general practitioners, Health and Social Care Partnerships, local authorities and many other care and service providers to support the collection and management of information. |

|  |
| --- |
| **4. ORGANISATION CHART** |
|  |

|  |  |
| --- | --- |
| **5. DIMENSIONS** |  |
| NHS Forth Valley serves a population of nearly 300,000 and provides a range of primary care, acute and continuing healthcare services, plus public health and health improvement/promotion services. There are 10 hospitals, 7 day hospitals and 52 Health Centres and clinics widely dispersed throughout Forth Valley. Additionally there are 57 Primary Health Care Teams based around General Medical Practices, plus 92 Dental Practices, 66 Community Pharmacies and 60 Ophthalmic Practices.  The Information Services Team is responsible for national and local information provision. This includes the timeous and accurate production of Hospital Activity Analysis Statistics (ISD(s)1) and the various SMR (Scottish Morbidity Record) Schemes for a total of approximately 40,000 Inpatients; 22,000 Daycases; and 300,000 Outpatients per annum. National data returns and validation schemes presently relate to general acute Inpatients/Daycases; Outpatients; Maternity Inpatients; Waiting List; Mental Health records inpatients and Emergencies.  In addition, local support for the two Health and Social Care Partnerships and Service Managers is provided and GP information support is provided for local enhanced services and GP systems query authoring as well as providing information support for various local projects. The department also supports information-related national initiatives such as Hospital Patient Flow; Modernising Outpatients; population of the national waiting times database; Excellence in Care; Community nursing and various short term projects. | |

|  |
| --- |
| **6. KEY RESULT AREAS** |
| **Key Duties**  Assist the Head of Information in the overall management and performance of Information Services functions including responsibility for day-to-day management of selected staff.  Provide analytical support to programmes of work within the organisational Units of NHS Forth Valley. In particular covering all corporate functions, working closely with the Principle and Senior Analysts.  Assist with all aspects of data quality in Forth Valley. In particular the development of new data quality check reports, investigation of issues of data quality, sometimes leading projects aimed at improving particular aspects of data quality as they arise. Assisting with the information quality group as required.  To provide mandatory national information reports, and develop new local extract and reporting procedures within national definitions and guidelines as and when required. For example, Theatre information; Diagnostic information etc.  Lead in the design of developing user focused management reports and production of accurate and timely regular and adhoc information as required.  To oversee compilation of statistical returns required by the Information Services Division of NHS Scotland ensuring quality and timeliness of the data submissions, recommending action for improvements to these, and monitoring trends in routinely collected data sets.  To support the information management aspects of projects within NHS Forth Valley and to ensure that all information is timeously and accurately provided.  Participate in providing a culture of learning within the Information Services Function, ensuring that staff are individually and collectively knowledgeable in relevant areas of NHS Forth Valley’s business.  Lead in work relating to information requirements to support ongoing initiatives. For example providing a system and relevant training to local managers and other staff supporting the provision of information, working with the services to specify new information requirements and design protocols to support the business intelligence systems.  Responsible for adapting and designing information systems to meet specifications of users to support internal operational, performance management, and external national NHS and partner reporting.  Participate in initiatives that consolidate and improve existing data capture and storage systems, in conjunction with Health Records, IT and E-Health, to expand the range, depth, quality and timeliness of information available for routine and ad-hoc analysis and reporting.  Assist in the development of policy and procedures, to ensure consistency and quality of organisational data and information capture, analysis, and distribution processes.  Provide expertise and advice in the development and understanding of highly complex and sensitive data and information to support clinical and corporate decision-making.  The postholder will be required to deputise and/or cover for other members of the Information Services Team as required, ensuring business continuity, and that good practice is observed and maintained.  Represent NHS Forth Valley on National specialist knowledge groups to influence the development of standards of data management that fully support NHS Forth Valley in the execution of its role. |

|  |
| --- |
| **7. SYSTEMS** |
| The postholder will have advanced skills in using IT to extract, analyse and present data. This will include advanced expertise in SQL, business intelligence packages as well as Microsoft office. The world of IM&T is dynamic and the postholder has to be prepared to learn new skills and work with new information systems as and when required.  **Computer systems**   * Pentana performance management system * Trakcare system (new) – Inpatient/Daycase/Outpatient/ED data for wait times target monitoring; local and national information retrieval. * SMR Extracts and Validation – to validate extracts produced for national returns * MORSE *–*Community Patient Record System * EMIS – *Primary care information system*   **Software packages, etc.**   * **MS SQL Query Analyser** - reporting and data retrieval development tool linked to patient based systems; database design and development. SSIS integration packages and SSRS reporting packages designed with Microsoft Visual Studio * **EMIS Web Reports** - data analysis and reporting tool, used for reporting across the GP practice information. * **Business Objects** - data analysis and reporting tool, used for national wait times and other datasets reporting. * **MS Access** - package for data storage, retrieval & analysis.Used for database design and development. Also a tool used for retrieval of data from other systems, and manipulation of that data for monitoring and reporting hospital activity and performance against health targets. * **MS Excel** - package for statistical analysis, and data presentation. * **MS Word** - for memo, letter, and report writing. * **MS PowerPoint** – presentation tool * **MS Outlook 365/NHS Mail** - e-corresponding with colleagues * **Internet Explorer**: - to keep up-to-date with national information releases, etc.   Other packages may be brought into use over the course of time.  **Equipment.**  PC – extensive daily use.  Servers and printers. |

|  |
| --- |
| **8. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| Workload is determined by the needs of the projects assigned. The post holder will ensure delivery of the agreed projects which will be immediately accountable to a principle information analyst or information programme manager.  The post holder will operate with a high level of autonomy to provide support to the team. This will be directed for the team by the Information Services Manager.  Performance against objectives will be managed consistent with NHS Forth Valley arrangements for Performance Management and will be set by the Information Services Manager. This will involve structured meetings with the line Manager to review the performance against agreed objectives and the post holders personal development planning.  The post holder recognises their own ability and limitations and identifies these to the line manager, making use of agreed communication strategies.  A flexible approach is essential as the nature of tasks is generally complex and unpredictable.  The post holder provides advice and guidance to other members of the Information Services Team, Forth Valley Service Managers, prioritising and delegating tasks as and when required. |

|  |
| --- |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is required to regularly communicate with a wide range of senior clinical and non-clinical staff across NHS Forth Valley, the wider NHS in Scotland and the Scottish Government. Methods of communication involve face-to-face interviews, group meetings, email, written correspondence, and telephone.  Key contacts include:  **Internal**   * Site Directors * Associate Medical Directors for (Emergency, Integration and Elective Care) * Clinical Chairs and Service Managers of Clinical & Management Units * Consultants and other clinicians * GPs * Heads of Departments * Clinical Ward Managers * IM Team * IG Team * IT Manager * IT personnel * System Administrators * Health Records Manager & Deputies. * Users of Information Systems. * Other employees at all levels.   **External**   * Information Services Division (ISDScotland). * System suppliers * Software support personnel. |

|  |
| --- |
| **10. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| Daily requirement for sitting/inputting at keyboard for a significant part of the working day, with appropriate breaks from VDU when required.  Daily requirement to concentrate for up to 2 hours at a time; carrying out calculations or analysing of complex data sets, writing reports/letters. Often required to respond to specific urgent requests, this will usually require change from one activity to another on request. Has to be able to make sound judgements, deal with unpredictable interruptions and meet deadlines.  Occasional exposure to distressing or emotional circumstances in relation to discipline and grievance matters. May deal with data of a distressing nature on occasions.  The post-holder will be required to travel to different sites in Forth Valley, as well as external sites as required. |

|  |
| --- |
| **11. MOST CHALLENGING PARTS OF THE JOB** |
| Taking a pro-active role in exploring customer needs to develop information services and products to support the evolving needs of Services within NHS Forth Valley.  To manage the often conflicting demands and deadlines of multiple projects undertaken by the postholder’s team. |

|  |
| --- |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| At entry level   * Numerate graduate (or equivalent) with significant additional, relevant experience in health related research or information work (preferably in the specialist field of medical/health statistics) * Proven analysis and presentation skills, including expert knowledge of software packages such as Word, Excel, PowerPoint and Access. * Proven IT skills in an analytical capacity, i.e. a good working knowledge of advanced statistical software packages, Excel and SQL Queries. Structured programming skills are desirable. * Demonstrate the ability to manage, motivate and develop staff, demonstrating a commitment to personal development. Previous line management experience is desirable. * Proven project management skills and the ability to take a lead role in project management and development. * Good communication skills using a variety of approaches in order to convey key messages and influence decision making. * Demonstrate an understanding of the information needs of the Health Service and how to produce suitable information to meet these requirements.   In order to reach the appropriate level of skills and knowledge necessary to perform the full duties of the job, the postholder will be required to make the best use of opportunities to train and develop in post to:   * Acquire expert knowledge of analytical and statistical techniques and analysis tools within specialist area(s), identifying the wider implications of analysis provided. * Establish a high level of expertise and knowledge within own specialist area(s) and an awareness of how they relate to the wider NHS. * Develop in line management role, eg keeping abreast of relevant policy and guideline changes which impact on their staff. |

|  |
| --- |
| **13. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Standard office conditions and equipment.  Standard keyboard skills. |

|  |  |
| --- | --- |
| **14. JOB DESCRIPTION AGREEMENT** |  |
| Job Holder’s Signature: | Date: |
| Head of Department Signature: | Date: |
| HR Representative’s Signature: | Date: |