

Medical Records Clerk

GOSH profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is a national centre of excellence in the provision of specialist children's health care, currently delivering the widest range of specialist care of any children's hospital in the UK. It is the only specialist Biomedical Research Centre for paediatrics, the largest centre in the UK for children and young people with heart or brain problems, and the largest centre in Europe for children and young people with cancer. It works in partnership with the UCL Institute of Child Health (ICH), part of University College London, and together they form the largest paediatric research and teaching centre in the UK.

The hospital at Great Ormond Street is the only exclusively specialist children's hospital in the UK. It does not have an Accident and Emergency department and only accepts specialist referrals from other hospitals and community services. The population of children and young people served by the hospital is characterised by those with multiple disabilities and/or health problems and rare and congenital (present at birth) conditions. Many children and young people need the help of different specialist teams. Improvements in health care and diagnosis mean that many children and young people have dramatically improved survival rates and more therapeutic options than was the case 10 years ago. Sadly though, many of the children cared for at GOSH still have life threatening or life-limiting conditions.

The hospital receives over 255,000 patient visits (inpatient admissions or outpatient appointments) a year, and carries out approximately 18,800 operations each year.

The hospital has 383 patient beds, including 44 intensive care beds (21 CICU, 15 PICU and 8 NICU). Many of the children and young people on our wards require high dependency care or are classed as ward intensive care, requiring one-to-one nursing.

Around 4,100 full-time and part-time staff work at the hospital. The ICH has around 600 staff. Many senior staff have roles in both organisations.

The hospital has approximately 50 paediatric specialties, the widest range of any hospital in the UK, which uniquely enables it to diagnose and pioneer treatments for children and young people with highly complex, rare or multiple conditions. It has 19 highly specialised national services.

Job title	Medical Records Clerk
Division	International
Band	2
Responsible to	Outpatient & Referrals Manager
Accountable to	Service Manager
Type of contract	Bank
Hours per week	33
Location	Octav Botnar Wing, L2
Budgetary responsibility	None
Manages	None

Trust Values and Expected Behaviours

The Trust has developed the Always Values with our staff, patients and families that characterise all that we do and our behaviours with our patients and families and each other. Our Always Values are that we are:

- Always Welcoming
- Always Helpful
- Always Expert
- Always One Team

Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times. You can find a full copy of Our Always Values on our intranet.

Scope of the role

As the Medical Records Clerk for the Caterpillar Outpatients Department and the inpatient wards Butterfly and Bumblebee you will provide an efficient and high quality medical records service.

Your main duties will include creating Private Patient scanning notes and upload loose documentation to EDM, searching for Private Patient case notes in circulation around the Trust, providing a Private Patient scanning note collection service to departments, preparation of records for patient attendance and maintaining all data quality standards relating to Private Patient medical records.

Establishing good working relationships with all users of these clinical areas, including the nursing staff, medical staff, medical secretaries, ward staff and staff in the Referrals and Booking team will be crucial. You will be required to wear a uniform. The hours of the service are from 08:30 – 18:00, you will be required to cover the service on a three week rota consisting of the following hours 08:30-16:30, 09:00-17:00, 10:00-18:00.

Key working relationships

Internal: Secretaries, Administrators, Doctors and Nurses

External: Secretaries, Administrators and Doctors

Main duties and responsibilities

- Pull Private Patient case notes filed in the filing room for clinics, audit, research and ad hoc requests.
- Create new scanning folders for patients records stored on EDM
- Locate, retrieve and collect Private Patient scanning notes from around the Trust, which are ready for return to the filing room or are required for patient attendances or requests.
- Use the index of archived records to locate, retrieve and print archived records for requests and patient attendances.
- Upload loose documentation to the patients EDM record including new patient referral letters.
- Prepare scanning notes, ensuring patient detail sheets are legible, producing front sheets and labels, as appropriate and ensuring that any loose documentation is secured within the case notes and/or test results are affixed to the appropriate mount sheet.

- Ensure that there is sufficient space on the history continuation sheet for further entries and that the correct date, Consultant's name and clinic code are written on the continuation sheet.
- Liaise with other staff to ensure the availability of case notes required for patient attendance.
- Deliver Private Patient case notes to the appropriate clinical area by 4.30 pm on the day prior to them being required.
- Ensure all Private Patient scanning notes are correctly tracked at all times.
- Ensure all International and Private Patient scanning notes are stored correctly in the filing room.
- Assist in the identification of notes for archiving as directed by the Head of Clinical Services.
- Undertake quality checks of archived records on CD.
- Respond to requests for information in accordance with Trust policies and procedures.
- Assist in aiding staff that visit the filing room and help deal with their enquiries.
- Follow the procedures relating to data quality standards for health records.
- Maintain the workplace in a tidy manner.
- Be proficient in the use of PiMS modules that are relevant to the duties undertaken and be committed to undertake training in any new systems.
- Have knowledge of and maintain procedures on confidentiality relating to IT systems.
- Have knowledge of the Data Protection Act 1998 and Caldicott Report.
- Attend any training courses that would benefit both the Department and your own knowledge and development.
- Carry out all duties and responsibilities in accordance with the Trust's policies and procedures, including Health & Safety, and the Departmental procedures.
- Undertake any other reasonable duties, as requested by the Health Records Library Supervisors and/or the Health Records Manager.

The list of duties is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be amended, in agreement with the post holder, to meet the changing needs of the service and to benefit patient care.

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

Other information

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

Confidentiality

On appointment you may be given access to confidential information which must only be disclosed to parties entitled to receive it. Information obtained during the course of employment should not be used for any purpose other than that intended. Unauthorised disclosure of information is a disciplinary offence.

Risk Management

You will be required to ensure that you implement systems and procedures at a local level to fulfill the requirements of the organisation's Risk Management Strategy including local management and resolution of complaints and concerns, management of SUIs/incidents and near misses. Your specific responsibility for risk management will be clarified to you by your manager at your local induction.

Emergency Planning

In accordance with the organisations responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident or flu pandemic.

Human Rights

You are required to comply with the regulations of the Human Rights Act 1998 during the course of your employment.

Sustainable Development

You will be required to demonstrate a personal commitment to the Trust's Sustainable Development Plan and to take personal responsibility for carrying-out your work duties in a way which is compliant with this Plan.

PERSON SPECIFICATION

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview

Essential: **E** Desirable: **D**

Our always values

E	Always welcoming – positive, polite, prompt, responsive
E	Always helpful – respectful, supportive, approachable; caring
E	Always expert – Up-to-date knowledge , strive to provide a quality service, proactive
E	Always one team – informative, mindful, appreciative, open, honest

Skills and abilities

E	Good written and verbal communication skills.
E	Ability to work as part of a team
E	Ability to prioritise work and meet deadlines
E	Good telephone manner

Education, training and qualifications

E	Educated to GCSE level standard or equivalent A-C.

Knowledge & Experience

E	Previous experience in an administration role within the last 12 months
D	Experience of filing and retrieval systems
D	Previous experience with hospital administration
E	Use of IT systems including Microsoft office
E	Awareness of foreign culture and customs