

THE DEEPINGS practice

JOB DESCRIPTION

JOB TITLE:	Records Administrator
HOURS:	1 x full time (37 hours) 1 x part-time (22 hours)
SALARY:	To be discussed at interview
ADDITIONAL HOURS:	To be worked upon request to cover absences of colleagues due to holiday, sickness or increased workload
PLACE:	Based at both the Market Deeping Surgery but with a willingness and ability to work at the branch surgery in Glington if necessary.
RESPONSIBLE TO:	Operations and Facilities Officer

Job Summary:

- To ensure that all incoming and internal patient correspondence is stored on/in the patient's medical record and relevant information is coded.
- To be able to locate documents as needed by the clinical and non-clinical staff.
- To carry out administrative related tasks as delegated by the doctors and non-clinical staff.
- To summarise and read code relevant information from patient's clinical records into the practice computer system, working strictly in accordance with the Lincolnshire wide Standardised Read Code List and with Practice Protocol.

Main Duties/key tasks:

Summarising:

- Culling and sorting patient records and letters in preparation for summarising as required in accordance with current Practice Policy.
- Reviewing medical records and producing an accurate summary of the patient's medical history.
- Read Coding the information into the practice clinical (EMIS) system.:

- ❖ Auditing data collection standards in the practice if requested to do so
- ❖ Monitoring progress of notes summarising against practice targets.
- Filing and retrieving paperwork as appropriate.
- Input Childhood Imms.
- Include latest values of results: IHD, Asthma, Diabetes.
- Contact other practices to request missing information.

Scanning:

- Scan patient-related documents onto their medical record using read codes as agreed by the clinical team.
- Add any additional information about the source of the document.
- Forward the document to the doctor or nurse who initiated the referral or who is most appropriate to receive the information.
- Ensure incoming letters are scanned onto the patient record within a 48/72-hour timescale.
- Scan all internal paper documents onto the relevant patients' record and then store the documents in line with surgery procedures.

Coding:

- Identify relevant clinical information contained in patient correspondence
- Code or free text the clinical information onto the patient record
- Deal with queries relating to coding.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks

- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that NMC professional development requirements for PREP are met, the post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.