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**University Hospitals
of North Midlands**
NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



University Hospitals
of North Midlands
NHS Trust



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

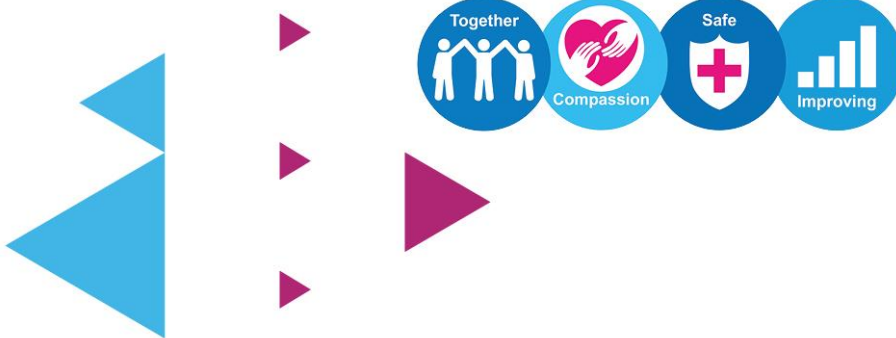
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow

We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Central Functions

Job Title: Subject Access Request Clerk

Band: Band 4

Location: Health Records Department

Hours:

Managerially accountable to: Health Records Support Manager

Professionally accountable to: Health Records Manager

Role Summary

To ensure a quality services is delivered for the provision of access to Medical Records in accordance with Data Protection legislation for Subject Access Requests received from Patients, Patient representatives, solicitors in relation to 3rd party injury claims, Police, Coroners office , Social Services Benefits Agency, Criminal Injury compensation other NHS Trusts and other external agencies.

The role is very customer service focussed but is also required to work within the Data Protection legislation. It is therefore crucial that the post holder has a good understanding of the legislation.

Key areas/Tasks

- To act as a central contact point for all Subject Access Requests relating to medical Records and all Access to Health Records for deceased patients. To record the receipt of all requests from external agencies using the Subject Access Spreadsheet
- To locate & obtain all medical records, contacting various disciplines and departments as necessary. This will include checking ALL relevant electronic disparate systems specific to the patient on their previous clinical history. Including but not exclusively systems such as digital photography, Observations, Renal, Maternity, Pathology, Intensive Care Unit, MultiDisciplinary Cancer treatment.
- Where it is identified that investigations are requested that are not available within the systems accessible by your team, identify the Specialty /Directorate and contact the relevant health professional to obtain either a paper or digital copy of the information requested.
- Ensure that any information is redacted as necessary prior to disclosure in accordance with current legislation, including any 3rd party information documented in the medical records where it is not possible to obtain consent of the 3rd party.
- To liaise with Medical Staff where necessary in order to gain their "professional opinion" as to whether disclosure is likely "to cause serious harm or distress to the applicant", before copies are forwarded to the applicant.
- Where appropriate, communicate with the Medical Director for their opinion when disclosing information where the patient is identified as vulnerable, lacks mental capacity where there is no power of Attorney for Health or the Patient is deceased.
- Ensure that the verification of any identification of the applicant is undertaken prior to disclosing any information. Based on the nature of the request and the evidence provided by the applicant, a decision will be required as to the validity of the request and whether or not the applicant has the right of access to the requested information. To inappropriately disclose information would be in breach of Data Protection legislation and potentially reportable to the Information Commissioners office.
- Prioritises workload for self to ensure that all requests are processed in accordance with the general data protection regulations (GDPR), and within the required 30 day timescales
- Where the timescales are unable to be achieved, ensuring that any extension of this is agreed with the applicant and communicated prior to the 30 days to the applicant giving the reason for the delay and anticipated timescale
- To forward copies of the medical records to the correct destination in a secure envelope, marked Private and Confidential and sent by recorded delivery, recording the date dispatched against the application on the Subject Access Spread sheet..
- Where possible utilise the Secure File Transfer to send information digitally.
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- To ensure the trace of original medical records is maintained, using the Electronic Case note Tracking System, where necessary to ensure that records are easily located.
- To participate as required in the Out of hours on call rota for Health Records for the provision of medical records required in an emergency.
- To take every reasonable opportunity to maintain and improve your professional knowledge and competence, ensuring that all Statutory & Mandatory Training including the Subject Access Request Essential to Role Training is completed within the required timescales
- To participate in personal objective setting and review, including the creation of a personal development plan.

- The post will require frequent periods of sitting, inputting at the keyboard for most of day, and may include elements of lifting, sorting, filing, general handling of case records as well as pushing trolleys with patient notes
- The post will require frequent use of the electronic systems to view clinical information
- The post will require extensive concentration and attention to detail to ensure that all information is validated prior to disclosing information so as not to inadvertently create a data security breach whilst dealing with frequent interruptions from calls.
- The Post will have frequent contact with patients, relatives and other external service representatives to provide guidance and communication regarding the provision of records. The postholder will be subject to frequent viewing of potentially distressing images and cases. The post holder will frequently be subject to emotional demands due to the nature of requests and there will be a requirement for communication with patients and distressed relatives which need to be handled with sensitivity and compassion.
- To submit weekly performance figures to support the Data Security and Protection Toolkit requirements, for the processing of Subject Access and Access to Health Records Requests and compliance with GDP. .

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.
- To train new or inexperienced staff to the Subject Access office, in systems and processes and Data protection Legislation.
- To provide support and advice to other departments and disciplines regarding the disclosure of records in accordance with Data Protection legislation

Values & Promises

Health and Safety

To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Confidentiality

To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users.

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has

developed a Sustainable Development Management Plan (SDMP): ‘*Our 2020 Vision: Our Sustainable Future*’ with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust’s environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust’s business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____



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Subject Access Request Clerk
Person Specification

Requirements		Essential	Desirable	Evidence
Education and qualifications	Minimum of 3 GCSE's or equivalent	✓		
	Evidence of continuing professional development	✓		
Experience	Previous experience of working in an administrative role and on-going professional development	✓		
	Working in a demanding environment to meet tight deadlines	✓		
	Sound knowledge and use of the Electronic Casenote Tracking system and EDMS		✓	
	Previous Health Records experience Experience of working within a customer service or patient focussed environment		✓	
Ability Knowledge and skills	Sound knowledge of			
	- Freedom of Information Act	✓		
	- Data Protection Act			
	- General Data Protection Regulation			
	- Access to Health Records			
	- A good knowledge and understand of the Trust's Data Security and Protection Policy	✓		
	A good knowledge and understanding of the Trust's MultiDisciplinary Health Records Policy	✓		
	Excellent communication skills with the ability to influence	✓		
	Work with autonomy ensuring that workload priorities are met .			
	Seek support and advice from manager as required	✓		
	Ability to demonstrate attention to detail			
	Ability to demonstrate diplomacy and tact	✓		
	Ability to develop and maintain good productive relationships with colleagues	✓		
Basic computer skills as a minimum including the use of Excel and Word	✓			
A good knowledge of Health Records functions and processes	✓	✓		
A good knowledge of the Trust's Patient Administration System		✓		
A good knowledge of disparate clinical systems used				

	within the Trust			
Personal Qualities	Ability to work well within a team and to maintain good working relations with colleagues	✓		
	Patient and customer focused	✓		
	Have a flexible and proactive "can do" approach	✓		



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