



ACCESS TO HEALTH RECORDS TEAM LEADER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Access to Health Records Team Leader
Band	4
Directorate	Medical
Accountable to	Head of Legal Services
DBS Required?	No

JOB OVERVIEW

The Access to Health Records team are responsible for delivering the complete Subject Access Request (SAR) service in accordance with the legal requirements as defined in the Data Protection Act and General Data Protection Regulations (2018) and the Access to Health Records Act. Requests may be received from individual patients, Coroners, Courts, Review Panels, Solicitors, Police, Local Authorities, other NHS Providers and external organisations.

The post holder will lead and coordinate the team responsible for managing SARs. They will ensure that requests for healthcare records are handled lawfully, efficiently and within statutory timeframes.

The post holder will also support the legal Services Manager in ensuring compliance with data protection legislation and Trust policy.

MAIN RESPONSIBILITIES

1. Access to Health Records

- The individual will ensure requests are logged accurately and to be responsible for ensuring that the requests are legitimate and in line with the requirements of the General Data Protection Regulations (GDPR 2018)
- Make sure that all relevant checks have been undertaken and that applicants have appropriate authority and consent to access records
- Oversee that all copies of records will be accurate, legible, and complete and provided in the format that they were requested.

2. Team management

- To supervise day-to-day activities of the team, including allocation of work.
- Monitor turnaround times and ensure requests are processed within the statutory deadline.
- To assist in recruitment, induction and training of new staff.
- Provide relevant support to Access to Health Records staff in listening, helping and assisting patients sensitively who may be bereaved or dealing with complex family situations.
- The Access to Records Team Leader will be responsible for the management and coordination of the Access to Records Administrators rota's, annual leave, training and sickness leave. The post holder will be based in one of the Trusts Access to Records Departments.

Operational duties

- Oversee triaging, logging, processing and dispatching of SARs.
- Ensure redaction of confidential third party or sensitive information is completed to a high standard.
- Act as a first point of contact for Access to Health Records Administrators and external service users and respond to, or escalate, any issues as they arise.
- To ensure that the team provides an excellent level of customer service.
- To ensure all service users are dealt with in a positive and professional manner, using judgement and discretion when necessary.
- To ensure requesters are kept fully informed of response times and potential delays in providing information.
- To communicate and build key relationships with staff from a variety of disciplines, internally within the Trust and with external users of the service.
- To ensure consultant or clinical lead is contacted when a request demands such appropriate action.

Information Governance & legal Compliance

- Ensure all requests are handled in accordance with the DPA, GDPR, Access to Health Records Act and Caldicott principles.
- Maintain accurate records for audit and reporting purposes.
- Assist in responding to complaints, breaches or ICO queries related to SARs.

3. Communication and relationships:

- The post holder will have contact with the police, Coronial service, solicitors, Trust managers, medical and clinical staff, patients, carers, other NHS Trusts and other NHS bodies, patients and carers and members of the public.
- The post holder will be expected to attend and contribute to team meetings.

4. Analysis and Data Management

- Responsible for maintaining the data within the Trust's claims database (Datix), ensuring that the data is accurate and up-to-date.
- Be responsible for providing monthly reports to the Legal Services Manager and, in their absence, the Deputy Legal Services Manager
- Identify and escalate risks or service issues appropriately.
- Identify ways of improving departmental processes, policies and systems to enhance the smooth running of the Legal Services Department.

5. Decision making

- To be responsible for planning own daily/weekly workload and for prioritising work schedules for the RFI team in order to meet requested and legal deadlines.
- The post holder will not be directly supervised, but advice will always be available.
- The post holder will be required to assess non-clinical claims and DPA requests some of which will require analysis.
- To supervise staff within the RFI team and ensure that the Legal Services Management Team are alerted to any problem outside of the scope of this role.
- The postholder observes a personal duty of care in relation to financial matters.

6. Physical, mental and emotional demands of the post

- Handle emotive and challenging situations, using negotiating, persuasive and motivational skills to achieve desired outcomes.
- Cope with frequent interruptions while in periods of concentration. There is occasional requirement for prolonged concentration when preparing reports and reading legal documentation.

- A significant part of the working day may be spent at the computer.
- The post holder will frequently be exposed to distressing circumstances when dealing with complex issues relating to patients. This involves liaising with the members of the public who may be distressed and/or angry.

7. Working conditions

- To work in normal office conditions, including regular VDU work.
- The post holder may occasionally be exposed to verbal aggression.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Qualified to GCSE level (or equivalent) in Mathematics and English. 	<ul style="list-style-type: none"> • Management qualification

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Knowledge of Data Protection Act and Information Governance principles • Admin experience in a health or legal setting • Prior experience of working in a Subject Access Request or Information Governance role. • Experience of using database and word processing software • Experience of ordering stationary or other office supplies • Knowledge of relevant legal obligations • Excellent IT and analytical skills. 	<ul style="list-style-type: none"> • Experience of working within a legal team or similar setting. • Familiarity with electronic health records systems and Datix • Use of the Datix Risk Management System, Sema Helix and Clinical Portal

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent understanding of data protection and confidentiality • Strong attention to detail especially in redaction and document handling • Demonstrate ability to manage and work as part of a team. • Ability to manage own workload. • Use of initiative. • Excellent time management. • Ability to work in a challenging and busy environment to meet tight deadlines • Ability to deal tactfully and discreetly with issues of a confidential, sensitive and legal nature. • Ability to co-ordinate workload effectively • Excellent organisational skills • Demonstrable experience of managing staff and provide evidence of personal development. • Ability to write and produce standard letters • Well developed positive interpersonal skills with an ability to work with people in stressful situations • Ability to communicate effectively with Directors, senior managers and clinicians across the Trust on a daily basis, including face-to-face, telephone and email 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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Minicom: 01743 261213

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Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital