

ACCESS TO HEALTH RECORDS ADMINISTRATOR

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- You will collect, copy and prepare records safely and make sure the right permission has been given.
- You will talk with patients, families, staff and outside organisations such as solicitors and the police.
- You will keep accurate records of requests and update the Trust databases.
- You will work calmly under pressure, manage your own workload and meet tight deadlines.
- You will use office equipment and computer systems every day and handle some tasks that can be sensitive or emotional.

Job Description

Job title:	Access to Health Records Administrator
Grade:	2
Site:	The Princess Royal Hospital, Telford
Accountable to:	Legal Services Manager
DBS required:	Yes

Job Overview

- This post involves the processing of applications for access to medical records under the Data Protection Act 2018 and the Access to Health Records Act 1990. This will involve retrieving and photocopying medical records for disclosure to patients, solicitors, social services, and others.
- The post holder You will need to be methodical and able to work under pressure and to timescales set down by legal protocols. The postholder will be required to work under their own initiative, have good interpersonal skills and to liaise with both staff within the Trust and external organisations.

Scope and Range

The post holder will liaise with all Trust staff, external agencies such as solicitors, the Police, other NHS Trusts/Health Authorities, the Local authority, patients, and their families.

Main Duties and Responsibilities

- To liaise with all departments across both sites of the Trust, to obtain the relevant to medical records.
- To advise and provide information to patients or relatives about access to health records under the Data Protection Act / Access to Health Records Act.
- To liaise with external agencies in matters of access to patient health records.
- To ensure adequate consent for release of the records has been provided.
- To undertake accurate photocopying and/or extraction of computerised records where appropriate. To arrange for copies of medical records, documentation, radiology etc to be disclosed in compliance with relevant legislation.
- To arrange meetings with patients who wish to see their records personally.
- To communicate with clinicians to obtain authorisation for subject access requests.
- To liaise with Radiology Department to provide digital images via IEP.
- To input Access to Health Records requests into Datix and ensure that this database is kept updated.
- To keep an accurate record of all disclosures and ensure that clinical treatment is not compromised by non-availability of records.
- To ensure that an accurate record is kept of where individual records obtained for the department are located.
- To communicate effectively within the Trust guidelines by letter, email and telephone and have the ability to listen and deal with difficult/distressed patients/members of the public.
- To carry out routine clerical duties as required.
- To demonstrate ability to work under pressure.
- To have a flexible approach to working practices, ability to work as a team and to prioritise workload in order to meet deadlines.
- To keep solicitors/patients informed of any delays in releasing documentation explaining the reasons why.
- To be willing to put into practice new ideas/working methods as required. 1
- To be knowledgeable in the use of office equipment, including photocopier, in order to properly prepare records for disclosure.
- To be able to use Word/Excel and have the ability to type standard letters.
- To carry out postal duties by collecting, sorting, and distributing mail to prepare the outgoing post including items being sent by Recorded Delivery (i.e. copied notes).
- To occasionally provide training in activities or workplace routines to new or less experienced employees in own work area.
- To identify requests which indicate potential litigation against the Trust and to notify the legal services manger of the same.

Knowledge, training and experience

- Have an understanding of the implications of the Data Protection Act, Access to Health Records Act and the Pre-Action Protocol for the Resolution of Clinical Disputes.
- Excellent administrative and IT skills.
- Sound knowledge of Trust's policies and procedures

Systems and equipment

- The post holder will be required to use all standard office equipment, e.g. computer, telephone, photocopier.
- To be fully conversant with the DATIX Risk Management software.
- To use the Trust PAS system in conjunction with the principles accorded in the data Protection Act 2018 and any subsequent legislation.
- To use the various databases provided by the Trust in relation to tracking patient records e.g. Radiology PACS, IEP, Accident & Emergency database, DATIX.
- To use departmental databases for electronic record keeping of disclosures.
- To use transport trolleys to load and unload case notes and x-rays.

Decision making

- Responsibility for planning your daily/weekly workload and for prioritising work schedules in order to meet deadlines.

Communication and relationships

- The post holder will have contact with patients, colleagues, medical staff and managers across the Trust, Solicitors, members of the public, Citizens Advice Bureaux, Police, and other NHS Trusts/Health Authorities

Physical, mental and emotional demands of the post

- There is need for physical fitness as the post involves moving and handling of medical records, including the use of trolleys.

- It is essential to meet deadlines as prescribed by the Data Protection and Access to Health Records Acts and Court Orders.
- The nature of the work requires a degree of maturity as there can be occasional indirect exposure to distressing circumstances within the notes.
- The post holder will have to deal with difficult issues relating to patients e.g. liaising with members of the public who are often distressed and/or angry, on average this may occur weekly.
- There is prolonged use of VDU

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Minimum of 4 GCSEs or equivalent A* - C (9 – 4) (including Maths and English Language or equivalent). 	<ul style="list-style-type: none"> • IT skills demonstrated through a formal qualification
Experience and knowledge	<ul style="list-style-type: none"> • Customer service experience, dealing with people on the telephone and face to face. • Experience of team working • Evidence of effectively working to deadlines • Working knowledge of Microsoft Word, Excel and Outlook. • Good understanding of DPA/GDPR and other relevant legislation 	<ul style="list-style-type: none"> • Experience of working with Trust systems • Microsoft packages e.g. Access and PowerPoint. • Knowledge of Trust divisional structures
Skills	<ul style="list-style-type: none"> • Ability to work with limited supervision, seeking advice when necessary. 	

	<ul style="list-style-type: none"> • High level of accuracy and attention to detail. • An effective team player. • Able to demonstrate attitudes and behaviours that align to Trust Values. • Ability to cope with challenging behaviour • Flexible with ability to prioritise and work to deadlines. • Ability or willingness to learn how to communicate appropriately, effectively and sensitively with a wide variety of people including colleagues, members of the public and external contacts. • An appreciation of the importance of maintaining confidentiality as appropriate to the role. • Ability to complete tasks effectively. 	
--	--	--

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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

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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

