

Lead Clinical Coder

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, 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
- 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
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

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.

- Review patient records and convert clinical information into standard codes using national NHS coding rules, helping to make sure Trust data is accurate and complete.
- Work closely with doctors, nurses and other staff to clarify information and ensure clinical coding is consistent, accurate and completed on time.
- Provide expert advice on clinical coding standards and support colleagues across the Trust with coding queries and guidance.
- Help train, mentor and support less experienced coders, contributing to staff development, audits and quality improvement activities.
- Monitor and maintain high standards of data quality, understanding how coding affects patient care, reporting, research and Trust income.
- Manage your own workload to meet deadlines and targets while handling sensitive patient information in a professional and confidential manner.

Job Description

Job title:	Lead Clinical Coder
Grade:	5
Site:	The Princess Royal Hospital, Telford
Accountable to:	Clinical Coding Coordinator/Clinical Coding Manager
DBS required:	None

Main Duties

Demonstrate the ability to analyse complex clinical information, adhering to the national rules and conventions of ICD- 10 and OPCS classifications codes. To support Trust information, Service Line Reporting, Clinical Governance and to facilitate maximisation of the Trust income in line with PbR (Payment by Results)

Key Working Relationships:

Clinical Coding Team, Information Department, Finance Team, Consultants and Clinical Staff, Ward Staff, Mortuary Staff, Medical Secretaries

Using a range of complex and sensitive source documents both manual and electronic, to extract, analyse and translate clinical data for all inpatient and daycase finished consultant episodes, (FCEs) following the rules and conventions of ICD-10 and OPCS.

- This information often includes exposure to highly disturbing narrative of a patient's diagnosis, prognosis and photographs.
- To act as a designated clinical coding lead and to advise on clinical coding by attending clinical and management and departmental meetings, to discuss complex coding rules/guidelines and to answer questions with regards to coding when necessary to Trust colleagues at all levels both clinical and non-clinical, verbally and in writing regarding complex coding rules, national standards and working practices.
- To be proactive in liaising with clinicians and other related healthcare professionals, to lead in ensuring consistency and accuracy of coding.
- To mentor less experienced clinical coders and clinical coding trainees, to assist the clinical coding coordinator in the supervision of band 3 staff and support band 4 colleagues, to assist in the training of more junior staff, providing guidance on allocation of work and to motivate and support trainees in supporting them in all relevant processes and methods used in the clinical coding department.
- To input coded data onto the Trust PAS using encoding software. To plan and work using own initiative to ensure accurate, complete and timely coding is achieved at all times, to meet departmental targets and deadlines and to inform the coding coordinator and clinical coding manager of any difficulty that impedes the achievement to these targets.
- To understand the impact of coded data on the business aspects of the Trust and so be able to provide information and advice to all health professionals and administrative staff of the nature and complexity of clinical coding and its purpose in areas such as patient care, clinical governance, clinical audit, finance, budgeting, data quality and research.
- Use initiative to follow up queries generated by the coding team, contacting relevant Trust clinicians, clinical coding manager and colleagues at other Trusts and where necessary escalating the query to HSCIC.
- Make informed decisions regarding any required changes to the coding of specific diagnosis and procedures whilst adhering to national coding standards. Assessing the impact changes could have to income and mortality indicators.
- Continue professional development and undertake appropriate and mandatory clinical coding training in ICD-10 and OPCS classifications. To undergo continual audit and monitoring of coded work as part of professional development, to take part in feedback sessions, to accept critical judgement of work and apply standards learnt as part of the clinical coding training process.
- To investigate and correct coded clinical data rejected or queried by information systems
- To provide supervisory cover across sites in the absence of the coding coordinator

- Participation in the internal audit process and in the ongoing development of the coding team, by communicating specialist knowledge in the form of in-house presentations and workshops.
- To work as part of the team to supervise and support the training of new and less experienced coders, providing cover for colleagues as and when required. To participate in the process of routine audits or reviews of coded data and all aspects of the clinical coding process to ensure provision of accurate and quality.
- Effectively manage and prioritise own workload to ensure that all necessary work is completed within monthly targets and to ensure that quality and accuracy is maintained in accordance with national clinical coding standards and conventions to ensure a high quality of coded data.
- To support the clinical coding coordinator in managing the clinical coding office and it's equipment and for taking responsibility for ordering stationary as supplies as and when required.
- To assist the clinical coding manger in the recruitment of new staff to the clinical coding department, this will include administrative support, short listing and interviewing.
- Contribute in the awareness sessions for junior doctors and other healthcare professionals to develop an understanding of the role and importance of the clinical coding function which may involve presenting to large numbers of your peers.
- To be responsible for the maintenance and personal improvement of clinical coding knowledge, through a process of continuous professional development.
- To be aware of PbR (Payment by Results) understanding the relationships between ICD-10, OPCS and HRG coding systems and the impact of coding on income.
- To assist the clinical coding coordinator in ensuring that staff can access all necessary software databases used for the coding process. To take responsibility for Medicode Encoder application of appropriate coding guidelines. Where changes are required these are communicated to the clinical coding manager for action.
- To agree with the clinical coding coordinator where local audits are necessary, to assist the clinical coding coordinator in undertaking these audits. The post holder will be expected to attend post audit meetings and feedback any actions to the coding team.
- To assist in the staff coding audit process on a monthly basis and to assist in the analysis and support in collating this information for presentation to the clinical coding manager.
- The post holder is office based and requires long periods of sitting and the substantial use of computers. There may be a requirement to travel between sites to attend meetings.

General Duties

To adhere to the Confidentiality: NHS Code of Practice, Caldicott Report and Data Protection Act 1998 at all times.

To take responsibility for identifying own training and development needs through appraisals in line with trust policies and to identify areas where changes are required in line with service improvement.

To adhere to the Trust Equality & Diversity Policy & Procedure, treating everyone with dignity and respect whatever their race, colour creed or disability.

- The post requires prolonged periods of concentration when determining the relevant codes and then in putting them in to the Trust PAS system via the encoder, due to the accuracy and quality of coding required.
- The post holder is regularly exposed to distressing patient information and occasional delicate staff information requiring sensitive handling.

Person Specification

	Essential	Desirable
Qualifications	National Clinical Coding Qualification (ACC) typically demonstrated by a minimum of 3yrs coding experience following the successful completion of the Clinical Coding Standards Course. Educated to a minimum of 5 GCSE 9-4 (A-C) including Maths, Human Biology and English or relevant equivalent experience Evidence of attendance at a Clinical Coding Standards Refresher Course within the last 3yrs.	ECDL

Experience and Knowledge	Proven Clinical Coding experience. Detailed knowledge of anatomy, physiology and medical terminology. A good understanding of NHS Payment by Results (PbR) Extensive knowledge of Clinical Coding rules and conventions. Experience of working to tight deadlines as an individual and as part of a team. Ability to analyse and code complex patient clinical records across all specialities. Experience in mentoring and training of junior coding staff	Knowledge or previous experience of 3M encoder software Previous audit experience Experience I using Microsoft office particularly excel Presentation skills Understanding of clinical validation process Previous experience in communication with clinicians around clinical coding
Skills	Excellent communication skills Ability to plan and prioritise and delegate Ability to motivate staff Excellent concentration skills with attention to detail Ability to take a proactive approach to work related matters Commitment to ongoing learning and personal development Excellent understanding of ICD-10 and OPCS Standards	Presentation skills Mentoring and coaching skills

	Ability to adapt to change Effective team player Ability to use own initiative and work efficiently and independently.	
Other	Highly effective communication both oral and written Able to work effectively independently and as part of a team Ability to analyse and communicate complex issues to staff at all levels Excellent planning and organisational skills Highly developed interpersonal and motivational skills Confidence and positive approach Flexible working approach when required Ability to make use of resources and contacts to obtain relevant information	Report writing skills

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 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.

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.



Proud to have signed
The Pregnancy
Loss Pledge

