

B3 Subject Access Request Clerk

JOB DESCRIPTION

Division	Central Functions
Job Title:	Subject Access Request Clerk
National profile:	Patient Services ~ Health Records Officer
Band:	Band 3
Hours of Duty:	
Managerially accountable to:	Health Records Support Manager
Professionally accountable to:	Health Records Manager
Key Relationships:	Health Records Clerks, Receptionists, Medical Secretaries, Clinicians, Information Governance Team

Role Summary

To ensure a quality services is delivered for the provision of 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, Benefits Agency, Criminal Injury compensation other NHS Trusts and other external agencies

Key areas/Tasks

- 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
- 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
- Ensure that the verification of any identification is undertaken prior to disclosing any information
- 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 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.
- 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 is completed within the required timescales
- To participate in personal objective setting and review, including the creation of a personal development plan.
- To be aware and comply with Trust Policies
- 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
- Post will have contact with patients and other external service representatives to provide guidance of the provision of records, and may be subject to occasional emotional circumstances due to the nature of the request for information.

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.

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

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

To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner.

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals of North Midlands NHS Trust. Driving down the 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 Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living 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 confidential patient information but is far wider in its scope, e.g. it also covers personal records.

While GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

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

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Subject Access Request Clerk
Person Specification

Requirements	Essential	Desirable
Education and qualifications	<p>Minimum of 3 GCSE's or equivalent</p> <p>Evidence of continuing professional development</p>	
Experience	<p>Previous experience of working in an administrative role and on-going professional development</p> <p>Working in a demanding environment to meet tight deadlines</p> <p>Sound knowledge and use of the Electronic Casenote Tracking system and EDMS</p>	<p>Previous health records experience</p>
Ability Knowledge and skills	<p>Good knowledge of</p> <ul style="list-style-type: none"> - Freedom of Information Act - Data Protection Act - General Data Protection Regulation - Access to Health Records - Multi-Disciplinary Health Records Policy RE01 <p>Excellent communication skills with the ability to influence</p> <p>Manage own work load and competing priorities</p> <p>Ability to demonstrate diplomacy and tact</p> <p>Ability to develop and maintain good productive relationships with colleagues Patient focussed</p> <p>Occupational Health cleared to perform the duties of the role</p>	<p>A sound knowledge of Health Records functions and processes</p> <p>A good knowledge of Medway Patient Administration System</p>
Personal Qualities	<p>Ability to work well within a team and to maintain good working relations with colleagues</p> <p>Patient and customer focused</p> <p>Have a flexible and proactive "can do" approach</p>	