

## Surgical Services Department

### JOB DESCRIPTION

<b>JOB TITLE:</b>	Library Clerk (Pulling, Filing, Preparation and Queries)
<b>DEPARTMENT:</b>	Health Records
<b>GRADE:</b>	Band 2
<b>RESPONSIBLE TO:</b>	Health Records Manager
<b>ACCOUNTABLE TO:</b>	General Manager
<b>LOCATION:</b>	City Road

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**Working Relationships:** Directorate Managers, Outpatients, Admissions, Health Records, Medical Secretaries, A&E, Health Care Professionals, Patients

**Job Summary:** To provide a high quality, efficient Health Records service throughout the Trust ensuring all Health Records are pulled, filed & tracked accurately for all services.

To be responsible for preparing patients Health Records and providing them for Outpatients and other services.

### MAIN RESPONSABILITIES

- Be responsible for ensuring that all case notes that are held in the Health Records Library are in a neat and tidy condition and that all notes are filed according to the agreed protocol.
- Ensure that all Health Records are prepared in good order, are complete and contain appropriate information for use by clinicians in line with the Health Care Record Management Policy

- Be responsible for liaising with our off-site storage provider ensuring that all casenotes are ordered in good time and dealing with any queries received related to casenotes that are stored off-site.
- Ensure all staff that use the library are proficient in the use of and maintain the effective electronic tracer system and check throughout the Trust that tracking procedures are being adhered to.
- Prepare for clinics by locating all case notes
- Once case notes are located ensure all the patients' health records are appropriately tracked to the service using the electronic case note tracking system
- Log all case notes of patients transferred to other services and distribute notes to relevant services
- Undertake reception duties, as required, at the Health Records enquiry desk, this may also include dealing with requests via telephone and email
- Pull clinic lists in advance and to assist other departments within Health Records.
- Instigate a thorough search for missing notes where necessary and conduct misfile searches, which may include searching various offices and departments within the hospital
- Provide as quickly as possible all notes required in line with service level agreements (SLAs)
- Make sure ad hoc requests for notes are dealt with efficiently and within agreed local timeframe
- Organise the delivery of health records to the preparation team leader in advance of clinic start times
- To ensure that Health Records are delivered to the Outpatient department administrator, prior to the clinics starting time.
- Organise the collection of health records from the clerical officers/team leaders at the end of the working day
- Participate in a daily rota within the Library Team and undertaking preparation, filing, queries and pulling as well as the use of microfilm and scanning systems
- Ensure all case notes returned to the filing area are filed accurately and neatly. Undertake misfile checks on a regular basis in the library

- Assist in maintaining the filing area in a neat and orderly condition
- Retrieve notes from other sites as necessary
- To cull records to be stored as non-active or microfilmed
- To follow the departmental procedure for retrieving health records from the off-site storage facility
- Make telephone enquiries regarding the location of health records
- To ensure Health Record outcome sheets are attached to the outside of all Health Records prior to Health Records being delivered to the clinics.
- To ensure Patient demographic details are completed and in the front of the Health Record folder
- To ensure that the Health Record folders are tidy and replaced if damaged
- To ensure that temporary health records are put in the standard Trust traceable folder and that they are only used when other options are exhausted
- To participate in a rota system to cover annual leave/sickness cover.
- Perform any other duties as required by the Health Records Manager
- Undertake mandatory training in accordance with Trust policy to ensure compliance at all times
- Register, update and amend the tracking system and other relevant systems.
- Retrieve Health Records stored on microfilm.
- To cull records to be stored as non-active or microfilmed.
- To follow the departmental procedure for retrieving Health Records from the off-site storage facility
- Receive and make telephone enquiry's regarding the location of the Health Records
- Assist Health Record departments on other sites as requested by the Manager
- File records accordingly
- To ensure that temporary Health Records are put in the standard Trust traceable temp folder and that they are only used when other options are exhausted.

## **WORKING PATTERN**

The core hours for this role are between 08:00 and 17:00 from Monday to Friday.

Please note that out-of-hours working (between 20:00 and 06:00 and during weekends) is subject to enhanced payments in compliance with Agenda for Change (AfC) terms and conditions.

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the trust's data security policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
3. Disclosure Barring (DBS) (formerly CRB) checks are now a mandatory part of the NHS recruitment process for staff who, in the course of their normal duties, have access to patients. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an unspent conviction will not necessarily bar you from employment. This will depend on the circumstances and background to the offence and the position you have applied for. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act. This means the convictions never become "spent" for work which involves access to patients. Failure to disclose any "unspent" convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a code of practice for organisations undertaking DBS checks and a copy is available on request.
4. The trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
6. The trust is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
7. The trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.

9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the health Act 2008 and staff must be familiar with the policies in the trusts infection control manual, this includes the “bare below the elbow policy”. Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean / decontaminated as instructed by manufacturers and in line with the infection control / guidelines protocol and policy.
13. It is the responsibility of all employees to ensure compliance with the Health and Social Care Act, 2008, in preventing risk of infections to patients, visitors and other staff within the trust.
14. All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the trust intranet.
15. It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training.
16. All staff are responsible for ensuring that equipment used in the patient environment is cleaned, decontaminated and maintained in line with trust policy.
17. Any other duties as designated by your manager and which are commensurate with the grade.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**MOORFIELDS EYE HOSPITAL NHS FOUNDATION TRUST**

**SURGICAL SERVICES**

**Person Specification**

**JOB TITLE: Medical Records Library Clerk, Surgical Services**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHODS TO TEST FIT TO THESE CRITERIA</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• A good general level of education including GCSE's or equivalent (including English &amp; maths).</li> </ul>		Application Form
<b>Knowledge and Training</b>	<ul style="list-style-type: none"> <li>• Computer Literate</li> <li>• Knowledge and understanding of confidentiality issues</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience using PAS – the hospital computing system.</li> <li>• Microsoft Office</li> <li>• Health &amp; Safety awareness</li> </ul>	Application Form and Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 6 month previous Medical Records experience</li> </ul>	<ul style="list-style-type: none"> <li>• Previous clerical / library experience within a healthcare setting</li> </ul>	Application Form
<b>Aptitudes and Skills</b>	<ul style="list-style-type: none"> <li>• Good interpersonal Skills</li> <li>• Adaptable</li> <li>• Ability to work under pressure</li> <li>• Good communication skills</li> <li>• Numerate</li> <li>• Literate</li> <li>• Eye for detail</li> </ul>		Application Form and Interview
<b>Personality and Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Able to work on own initiative</li> <li>• Pleasant reassuring manner</li> <li>• Assertive</li> <li>• Adaptable</li> </ul>		Application Form and Interview

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)