

**PATIENT RECORDS ADMINISTRATOR**

**VACANCY APPLICATION PACK**

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October 2021

Dear Applicant

Thank you for your interest in our vacancy for a Patient Records Administrator.

Please ﬁnd enclosed a job description, which we hope gives you an insight into this exciting role. If, after reading these documents, you would like to apply for this vacancy, you should submit a covering letter by Monday 18th October 2021.

Unfortunately we will be unable to consider any late applications.

Your covering letter should describe how you meet the criteria of the job description , why you are applying for this post and a short piece of writing, 200 words maximum, entitled "What are the most important skills for a Patient Records Administrator?".

#### Applications should be returned by email to [admin.unityhealth@nhs.net](mailto:admin.unityhealth@nhs.net) before the closing date.

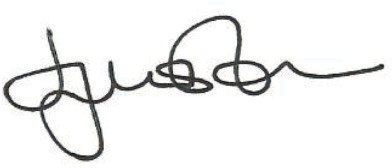
**Please address your application to Lou Johnston, Managing Partner.**

Interviews will be held w/c 25th October 2021.

If you would like further information about this post, or to arrange an informal chat, then please contact Rhiannon Jones at [admin.unityhealth@nhs.net](mailto:lucy.hakings@nhs.net)

I would like to thank you again for your interest and look forward to receiving your completed application.

Yours faithfully



Louise Johnston Managing Partner

**ABOUT US**

Unity Health is a York-based GMS Practice, serving more than 20,000 patients. It has a long history of family medicine dating back over 60 years. It also has over 30 years’ experience in student health, providing healthcare to the University of York.

In September 2020 Unity Health attained an overall rating of Good from the Care Quality Commission. Our objective is to improve on this and achieve Outstanding in the future.

The Practice, part of the Vale of York CCG which serves a population of around 350,000 and is a founder member of York City Centre Primary Care Network.

60% of patients are between 16-24 years of age, with a high international student population from the University of York. Other patients include families and elderly people who present diﬀerent challenges in terms of family health and long-term conditions.

Part of Nimbuscare Ltd, York’s largest GP federation, the Practice has 48 staﬀ, including 1 GP Partner and

1 Managing Partner.

### PRACTICE ETHOS

The Practice is stable, led by a strong Partnership supported by a loyal team of staﬀ. We oﬀer a full range of services, with the provision of high quality care and enhanced patient experience being at the heart focus of our Practice Development Plan.



[**WWW.UNITYHEALTH.INFO**](http://WWW.UNITYHEALTH.INFO/) **•**

**01904 754900**

**@UNITYHEALTHYORK**

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**JOB TITLE:** Patient Records Administrator

**REPORTS TO:** Managing Partner

**HOURS:** Various TBA, Monday to Friday

**Overview**

The responsibilities of the post holder will be to summarise and/or read code relevant information onto patients’ clinical records from hospital correspondence, paper records, emails and other sources onto the Practice computer system.

To assist with the maintenance of the storage system of patient paper records.

To assist with ensuring patient records are available when requested by members of the

Practice team.

**Main Duties/Key Tasks:**

* Sorting and storing patient records and letters in preparation for summarising/read coding, producing an accurate summary of the patient’s medical history.
* Scanning letters and relevant correspondence and inputting into patient records
* Read coding the information into the Practice clinical system, EMIS web
* Filing and retrieving paperwork
* Filing OOH/111 & GP2GP Correspondence
* Issue and receipt of standard communications and records between the Practice and the PCSE (Health Authority)
* Ensure medical records requested for return to the PCSE (Health Authority) are retrieved and dealt with in the appropriate manner
* Extraction of necessary data from clinical correspondence and input into Electronic Patient Record
* Registering and deducting patients from the Practice list in line with patient requests, Practice and PCSE (Health Authority) guidance
* Health & Safety testing to include fire alarms, emergency lighting and Legionnaires tests, currently at the Kimberlow Hill surgery only

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* Ensure accurate reporting
* Interrogate data for audit purposes and run searches
* Ensure security of data at all times
* This Job Description is for guidance only and the post holder may be asked to perform other duties as considered necessary.

**Responsibilities**

**1. Health & Safety**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Practice Health & Safety Policy, to include:

* Using personal security systems within the workplace according to Practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Reporting potential risks identified

**2. Quality**

The post holder will strive to maintain quality within the Practice, and will:

* To work within the clinical computer system to improve and maintain data quality
* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients needs
* Effectively manage own time, workload and resources

**3. Confidentiality**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation.  All such information from any source is to be regarded as strictly confidential

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* Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

**4. Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**5. Personal/Professional Development**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**6. Communication**

The post holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly

**7. Contribution to the Implementation of Services**

The post holder will:

* Apply Practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate

***Notes***

*This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities*