

**JOB TITLE:                   CLINICAL RECORDS OFFICER**

**REPORTS TO:                TEAM LEADER**

**HOURS:                      TBC**

**SALARY BAND:             TBC**

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### **Job Summary**

The Clinical Records Officer (CRO) will provide administrative support to the Practice Management Team and all Health Professionals.

### **Job Responsibilities**

The post holder will:

#### **Operational Responsibilities**

- Review incoming correspondence received by or created within the practice
- Identify important medical information that needs to be applied to the patient record
- Apply policy/protocol to determine whether each document needs to be reviewed by others at the practice
- Process and code medical and non-medical correspondence as appropriate
- Liaise with doctors, patients, secondary care and other staff and outside agencies to resolve any queries or facilitate referrals
- Carry out required tasks utilising the EMIS Web functionality
- Effectively manage nominated areas of responsibility
- Make suggestions for enhancing the quality of the services that the practice offers
- Provide guidance and support for medical students as required
- Provide cover for clinical support or patient services as directed

#### **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 organisational needs.
- Effectively manage own time, workload and resources.

#### **Contribution to the Implementation of Services**

- Have a working knowledge, and contribute to Surgery handbooks, internal policies and procedures.
- Leave the workstation area tidy and ready for incoming colleague with information on any unresolved queries.

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- Be conversant with and implement the Health and Safety at Work Act, Employment Law, The Data Protection Act and other legislation relative to the role.
- Be conversant with the CQC outcomes and ensure they are complied with.
- Undertake any relevant training as required relating to organisational standards and changes to software or systems.
- Develop harmonious and effective relationships across all practice teams and with patients.
- Undertake effective professional development as necessary to keep up to date with current requirements and in line with Practice policy.
- 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 and produce reports as required.

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

**Infection Prevention & Control**

In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan or appraisal.

**Personal Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>1. Qualifications</b>	<p>5 GCSE's at grade C or above including Maths and English</p> <p>AMSPAR Diploma for Medical Secretary Level 3 or relevant experience</p> <p>AMSPAR Medical Terminology Level 2 or willing to work towards</p> <p>Recognised Microsoft Office Qualification (e.g. ECDL) or relevant experience</p>	
<b>2. Experience</b>	<p>Experience working in a secretarial environment</p> <p>Experience as a patients records summariser</p> <p>Experience of Information Governance and confidentiality protocols</p>	
<b>3. Knowledge/Skills</b>	<p>Knowledge of principles and processes for providing customer and personal services.</p> <p>Excellent keyboard and computer skills</p> <p>Excellent communication (oral and written) and inter personal skills</p> <p>Good time management</p>	
<b>4. Qualities/Attributes</b>	<p>An understanding, acceptance and adherence to the need for strict confidentiality</p> <p>A demonstrable commitment to professional development</p> <p>Ability to use own judgement, resourcefulness and common sense</p>	

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	<p>Confident, reliable and self-reliant</p> <p>Positive attitude to change and a pro-active approach but also pragmatic and realistic</p> <p>Ability to work as part of an integrated multi-skilled team</p> <p>Adaptable, innovative, forward looking</p> <p>Honest, caring and sympathetic</p> <p>Hard working, reliable and resourceful</p> <p>Methodical and organised</p>	
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