

Job Description

| | |
|-----------------------|---|
| Job title | Ward Clerk |
| Grade | Band 2 |
| Reports to | Ward Sister / Charge Nurse & Deputy Sisters / Charge Nurses |
| Accountable to | Ward Sister / Charge Nurse |
| Directorate | Family Services & Surgical Division |
| Department | Gastroenterology & Surgical Wards |

JOB PURPOSE

- To provide a smooth running clerical and administrative service to the ward.
- To ensure that all data entries are made in a timely manner and by doing so, contribute to the achievement of the Trust's targets, whether mandatory or local.
- To assist and support the team to ensure the delivery of a high quality service. This will require the use of good clerical, communication and interpersonal skills.

The Medical Record:

Emergency admissions

- If a patient has been on the ward for 24 hours and a main case-note folder has not arrived, the Ward Clerk will check "Case-note Activity Enquiry" on PAS to see if they are traced to the ward. If so, then the notes are in transit. If not the Ward Clerk will contact the Bed Bureau to check on progress. If the notes have been traced to the ward over 24 hours ago and have still not arrived, the Ward Clerk will inform the Medical Records Library Manager on ext. 5443.

Elective admissions

- The Ward Clerk will check that the notes for TCI patients are available on the ward at least 24 hours before the patient is due to arrive. If they are not on the ward, the Ward Clerk will check "Case-note Activity Enquiry" on PAS to check that they are traced to the ward. If they are, then the notes are on their way. If not, the Ward Clerk will contact the Medical Records Inpatient Desk on 5459 to ensure that they are aware of the admission and are sending the notes.

Discharges

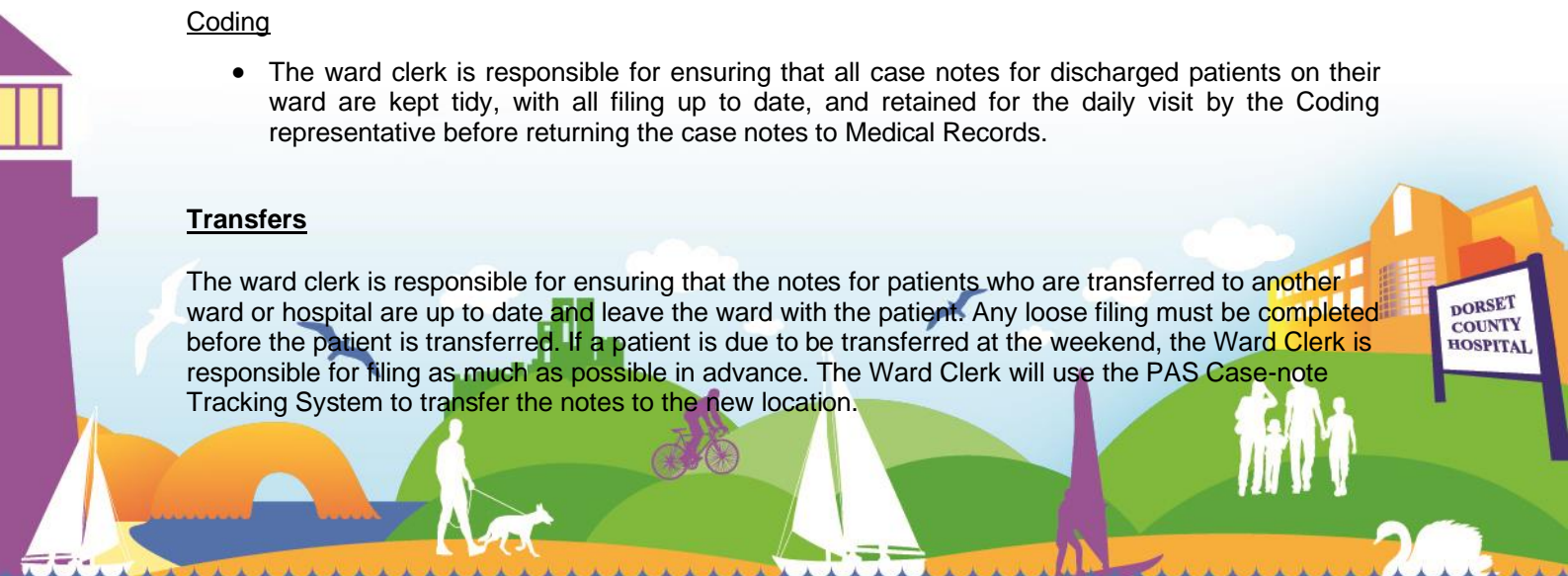
- The Ward Clerk is responsible for checking that discharged patients receive an appropriate follow-up outpatient appointment if required. Instructions for making these appointments will be documented by the doctors on the Discharge Summary (Electronic or paper version). (See under "Electronic Discharge Summary" (EDS) heading for further guidance on procedures required to manage this process). Alternatively the Ward Clerk may be requested to make the appointment before the patient is discharged.
- All ward filing must be completed before the notes are sent from the ward. On completion of the filing the Ward Clerk will send the notes either to the relevant Secretary for a discharge letter to be typed, or will return to the Medical Records Department for shelving, according to local protocols.

Coding

- The ward clerk is responsible for ensuring that all case notes for discharged patients on their ward are kept tidy, with all filing up to date, and retained for the daily visit by the Coding representative before returning the case notes to Medical Records.

Transfers

The ward clerk is responsible for ensuring that the notes for patients who are transferred to another ward or hospital are up to date and leave the ward with the patient. Any loose filing must be completed before the patient is transferred. If a patient is due to be transferred at the weekend, the Ward Clerk is responsible for filing as much as possible in advance. The Ward Clerk will use the PAS Case-note Tracking System to transfer the notes to the new location.



The PAS System:

Admissions, Discharges & Transfers

The Ward Clerk is required to maintain a real time bed state on the PAS System.

During Ward Clerk hours the Ward Clerk is required to:

- **Check the accuracy of the bed state on PAS frequently during each day, and ensure that all patient records are accurate.**
- Admit, discharge & transfer patients within 30 minutes of their arrival/departure.
- Transport should be booked for patients using the Ezeq on-line system in line with guidance provided.
- Record the correct Consultant and Ward and ensure any changes are accurately updated every day.
- Use the PAS reports to effectively identify patients admitted within the previous 24 hours to ensure the correct Consultant and Specialty is recorded and to update the record as necessary.
- Record the Ethnic Group of all inpatients.
- Make follow up appointments as instructed on the EDS, or refer to the appropriate person or the specialty secretary to make appointment.
- Ensure that all elective patients going to theatre are admitted to the ward using the TCI record displayed on PAS when "Admitting a Patient".
- Remove any outstanding activity for deceased patients.
- Ensure that the demographic record on PAS is correct and that sufficient labels are available in the notes.
- Regularly check discharge notifications from Vital Pac to affect timely discharges on PAS.
- Check PAS to ensure notes have been tracked correctly.

The Electronic Discharge Summary System (EDS)

The Ward Clerk is required, along with other ward staff, to maintain a real time discharge summary record for all patients.

During ward clerking hours the Ward Clerk is required to:

- **Check the accuracy of the Ward case list daily to ensure that records are accurate.**
- Amend the ward/consultant details on the EDS relating to a patient transfer to another ward.
- Print a copy for the notes, e-mail to the GP and archive on completion of the summary.
- Monitor incomplete summaries and discuss with ward doctors; if summaries remain incomplete, then escalate the incomplete EDSs to the ward sister and the line manager.

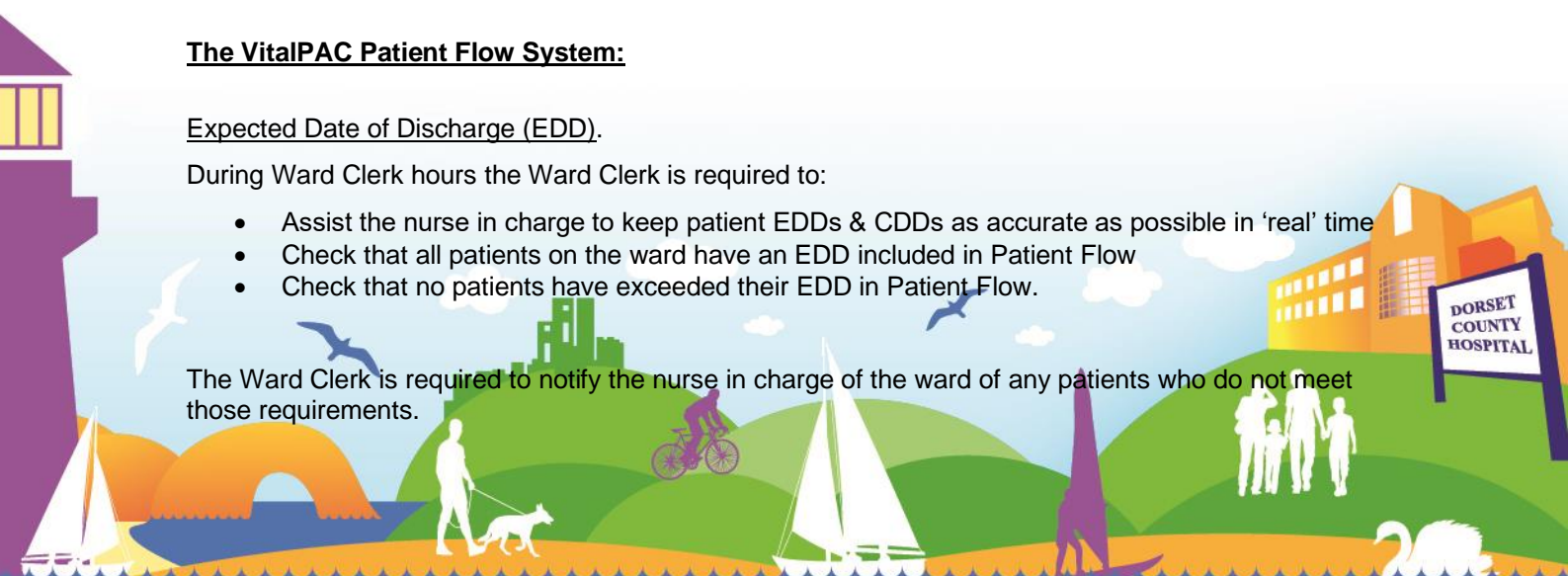
The VitalPAC Patient Flow System:

Expected Date of Discharge (EDD).

During Ward Clerk hours the Ward Clerk is required to:

- Assist the nurse in charge to keep patient EDDs & CDDs as accurate as possible in 'real' time
- Check that all patients on the ward have an EDD included in Patient Flow
- Check that no patients have exceeded their EDD in Patient Flow.

The Ward Clerk is required to notify the nurse in charge of the ward of any patients who do not meet those requirements.



The Ward Clerk is also required to:

- Advise the nurse in charge daily of any EDDs which are expiring on that day; and,
- Once a patient's discharge has been confirmed by the nurse in charge, update the EDD to "Confirmed Discharge" in Patient Flow.

Emergency Department Tab.

During Ward Clerk hours the Ward Clerk is required to:

- Regularly monitor the Emergency Department tab, and notify the nurse in charge of any patients who are likely to be sent to that ward;
- When advised by the nurse in charge, reserve a bed for any patients due to be transferred to the ward from the Emergency Department; and,
- Advise the nurse in charge of any patients assigned to the ward, who are still in the Emergency Department, who are nearing the four hour breach time.

General Upkeep.

During Ward Clerk hours the Ward Clerk is required to:

- Every 20 minutes, check the "Planned Discharges from External Source" function in PAS to action any discharges processed in VitalPAC;
- Reconcile Patient Flow bed state to PAS bed state, and ensure that all patient and notes transfers have been completed in PAS; and,
- Monitor the VTE and Dementia Assessment statuses in Patient Flow and remind clinical staff once if these are outstanding

OTHER ADMINISTRATIVE DUTIES

- To support the nursing team by completing other admin tasks as requested, for example, checking MRSA results, checking AIRs documents for compliance etc.

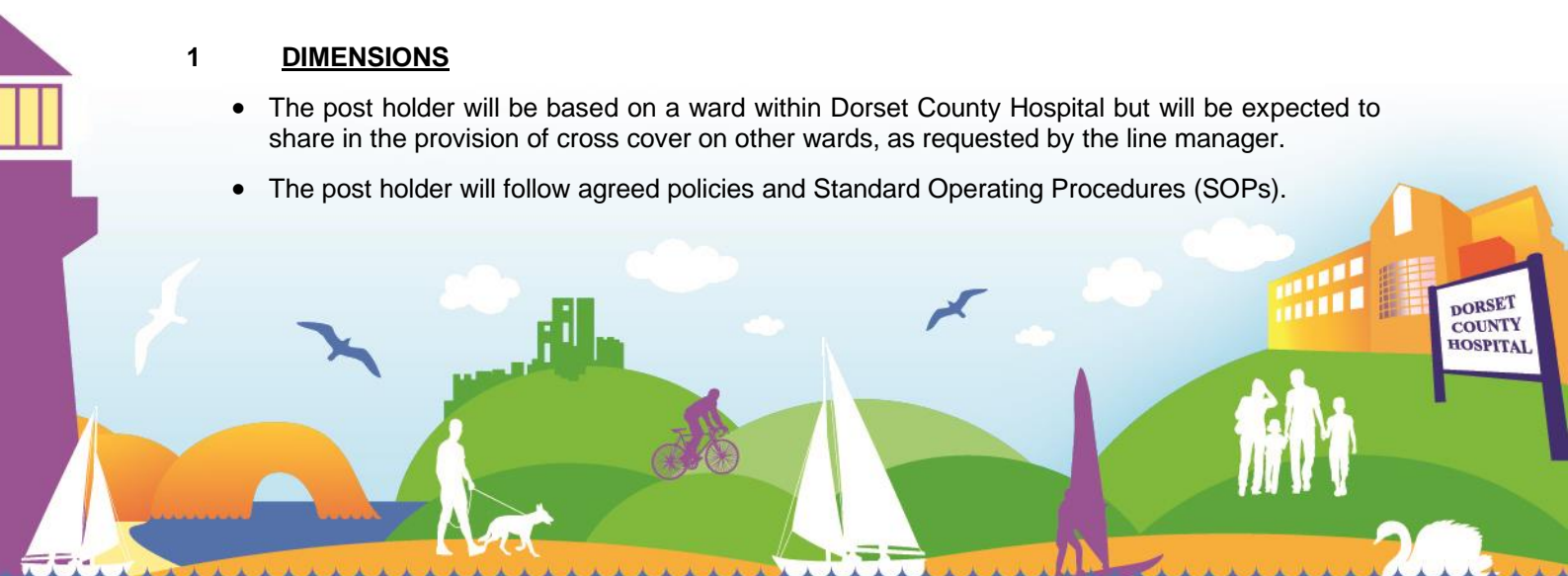
WARD ENVIRONMENT

- To assist in ensuring that the ward environment is kept clean and tidy, specifically the nurses' and doctors' workstations and notes trolleys.

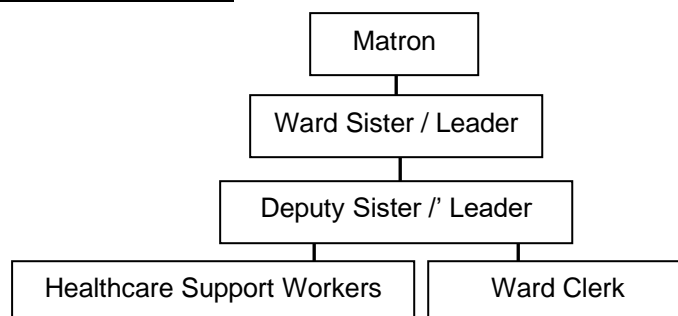
FREEDOM TO ACT

1 DIMENSIONS

- The post holder will be based on a ward within Dorset County Hospital but will be expected to share in the provision of cross cover on other wards, as requested by the line manager.
- The post holder will follow agreed policies and Standard Operating Procedures (SOPs).



2 ORGANISATION CHART



COMMUNICATION AND WORKING RELATIONSHIPS

- Staff working at all levels across the Trust.
- Patients and their friends/relatives.
- The general public.
- Outside agencies.

The post holder will provide and receive routine information to inform work colleagues, patients, staff from other departments and external contacts. Information will frequently be of a sensitive nature and confidentiality must be ensured at all times.

Any telephone and face-to-face enquiries will be dealt with efficiently and with understanding and action taken as appropriate.

Provide Ward Clerk support to other Wards within the Family Services & Surgical Division on an ad hoc basis to cover sickness, annual leave etc.

3 KEY RESULT AREAS

Responsibility for Patients

- The post holder provides general non-clinical advice, information and guidance to patients, clients, relatives or carers as appropriate.

Responsibility for Policy and Service Development

- The post holder works with other members of the team to maintain and support departmental/Trust practice and procedures. The post holder will be required to follow all relevant Trust policies and adhere to department guidelines at all times. The post holder may be asked to comment on local policies and procedures where they relate to secretarial or clerical issues.

Responsibility for Financial and Physical Resources

- Where designated by line manager ensure that adequate stationery stocks are available and other ordering where requested.

Responsibility for Staff

- The post holder may be required to demonstrate duties to new starters or other staff members if required.

Responsibility for Information Resources

- Efficient and effective use is made of the various computer systems to ensure the accurate and timely recording of patient information and record-keeping functions.
- Help maintain data in a database for monitoring staff activity, annual leave/sickness, etc.
- Notify Junior Doctors of any VTE Assessments awaiting completion; escalate to ward sister any incomplete VTE assessments.
- Filing and documentation is maintained using established Trust/departmental systems.
- Clerical systems are maintained appropriately.
- Ensure a high level of confidentiality is maintained to ensure adherence to Health Records Operational Policy and Health Record Keeping Standards Policy.

Responsibility for Research and Development

- The post holder may be required to participate in department audits, or Trust surveys, for example, the staff survey.

Additional Key Result Areas

- Telephone and face-to-face enquiries from patients, relatives and staff are dealt with efficiently and with understanding and action taken as appropriate in consultation with clinical staff.
- To attend and participate at meetings as appropriate.
- To work as part of a team to ensure that an element of cross cover is provided.
- All tasks are organised and produced to required standards and time managed to ensure completion of tasks in a timely manner.
- Faxing and photocopying.
- To be an active member of the team.
- To participate constructively in the annual appraisal process.
- Other duties commensurate with the grade and as requested by the line manager.

4 ENVIRONMENT AND EFFORT

Physical Effort

- The post holder will be required to use a VDU/Word Processor for a large proportion of their shift, that is, around 60-80% of the time. There is frequent requirement for lifting of patient notes and stationery supplies on a daily basis.

Mental Effort

- Concentration will be required for inputting data and completing administrative tasks.
- The post holder may be required to leave a task in order to deal with an urgent issue, but resume the task at a later time without compromising standards of accuracy.

Emotional Effort

- The post holder will have some exposure to distressing or emotional circumstances, as the job is ward based.

Working Conditions

- The post holder will be based on a busy, noisy ward with exposure to sick patients. There is risk of exposure to body fluids, e.g.: vomit, urine and blood, also unpleasant odours. The post holder will also spend around 60-80% of their time using a VDU.

5 OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST

(Please tick as appropriate)

| | | | | | |
|---|------|-------------------------------|------------------------------|----------------------|--|
| Patient contact | x ✓✓ | Lone working | | Working in isolation | |
| Passenger / Client Transport | x | Exposure prone procedures | | Patient Handling | |
| Strenuous Physical Activity | | DSE user (defined in DSERegs) | | Confined Spaces | |
| Night working | | Food Handling / Preparation | | Working at heights | |
| Working with vibratory tools | | Noisy Environment Working | x | Safety Critical Work | |
| Working with respiratory irritants (including latex) | | | Please specify Gloves | | |
| Working with substances hazardous to health | | | Please specify COSHH | | |
| Other | | | Please specify | | |

6 HEALTH AND SAFETY

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's health and safety policies and to report any accidents/incidents.

7 EQUAL OPPORTUNITIES

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.

8 CONFIDENTIALITY

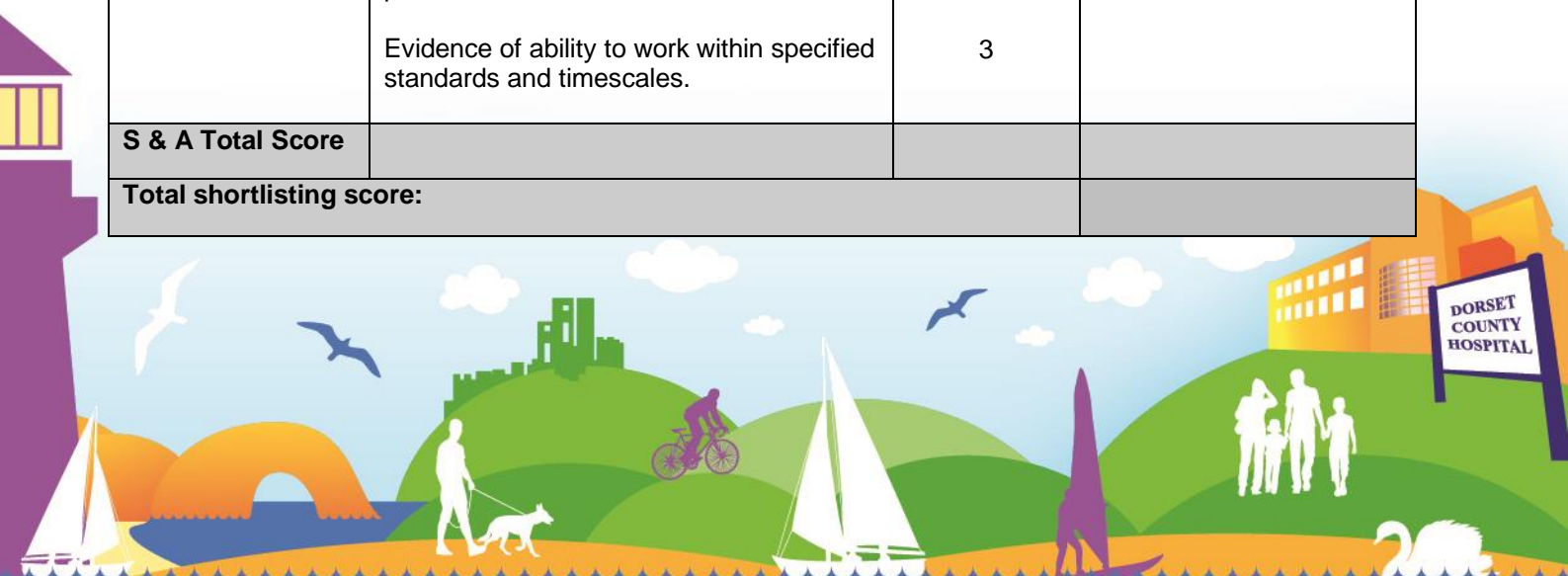
Confidential and personal information related to staff, patients and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.



PERSON SPECIFICATION

POST: Ward Clerk (Band 2)

| CATEGORY | CRITERIA | Score per criteria | HOW ASSESSED THROUGH SELECTION PROCESS |
|---|---|--------------------|--|
| EDUCATION, QUALIFICATIONS & TRAINING | Educated to GCSE level or equivalent, including English and Maths. | 3 | |
| E, Q & T total score: | | | |
| KNOWLEDGE & EXPERIENCE | Previous experience within a clerical capacity. | 3 | |
| | Previous experience working with Patient Administration Systems. | 2 | |
| | An understanding of the meaning of confidentiality and the requirement for this to be maintained. | 3 | |
| K & E Total Score | | | |
| SKILLS & ABILITIES | Evidence of keyboard skills. | 3 | |
| | Evidence of ability to work on own initiative but also as part of a team. | 3 | |
| | Ability to prioritise workload. | 3 | |
| | Evidence of ability to communicate with all levels of staff and members of the general public. | 3 | |
| | Evidence of ability to work within specified standards and timescales. | 3 | |
| S & A Total Score | | | |
| Total shortlisting score: | | | |



Scoring

Criteria in each section are weighted in order of importance 3 – 1, with 3 being the most important
SHORTLISTING CRITERIA

Each candidate will be scored against the person specification as follows:

- 3 points = fully meets or exceeds the criteria
- 2 points = significantly meets criteria although falls short on minor aspects
- 1 points = partially meets criteria but falls short on key aspects
- 0 points = does not meet criteria



Outstanding Care, Outstanding Careers