

JOB DESCRIPTION

HAEMATOLOGY RECEPTION CLERK

JOB TITLE:	Haematology Reception Clerk
BAND:	Band 2
RESPONSIBLE TO:	Haematology and Oncology Assistant Service Manager
ACCOUNTABLE TO:	Haematology and Oncology Service Manager
RESPONSIBLE FOR:	Outpatient Reception Duties, arranging appointments and checking patients in and out of clinics. Assisting in the provision of the Health Records Service to the Trust, this includes activities such as the Collection, Retrieval, Preparation, Distribution, Filing, Archiving and Destruction of Health Records
LOCATION:	Royal Preston Hospital

JOB SUMMARY, DUTIES AND RESPONSIBILITIES:

The post holder will be required to undertake all duties allocated in a timely and satisfactory manner acting as an integral member of their assigned team.

The post holder will be required to:

- Collect and deliver Health Records for a variety of purposes as required (e.g., for outpatient clinic attendance) from filing locations, wards and departments across the Trust ensuring they are appropriately prepared for the intended purpose including the accurate filing of documentation.
- Ensure that all Health Record movements and locations are accurately recorded on Trust systems e.g., Patient Administration System (PAS)

- Undertake outpatient reception duties providing an efficient and helpful service communicating effectively with individual patients, visitors, and Trust staff to aid in the smooth running of outpatient clinics.
- Handle queries and complaints in a timely, effective, and sympathetic manner calling upon the advice and assistance as appropriate.
- Add and update patients' demographic information and attendance details both on Trust systems e.g., PAS and within the Health Record ensuring both the accuracy and completeness of the information recorded.
- Sort and file referrals received into the department in readiness for filing into the Health Record during preparation stage.
- Accurately sort and file Health Records using both numeric and alpha orders e.g.
 - as part of the clinic¹ preparation process.
 - when returning Health Records to the departmental storage areas
- Sort and appropriately action post coming into the department.
- Retrieve, prepare, and undertake the archival storage of eligible Health Records using both electronic (scanning) and paper based (boxing) methods.
- Retrieve, prepare, and undertake the destruction of eligible Health Records.
- To undertake any other ad-hoc activities
- To comply with the attached standard job description statements.

ABOUT THE TRUST:

Blackpool Teaching Hospitals NHS Foundation Trust is situated on the west coast of Lancashire and offers a full range of district hospital services and community health services to a population of 1.6 million in Lancashire and South Cumbria.

The Trust provides services to the 440,000 residents of Blackpool, Fylde & Wyre, and North Lancashire, as well as specialist tertiary care for Cardiac and Haematology services across the wider region.

We employ more than 6,500 staff, with a turnover in excess of £370m in 2014/2015 and have approximately 900 beds.

Our main activities are:

- Cardiovascular care at our Cardiac centre.
- Accident and Emergency at Blackpool Teaching Hospital.
- Community Midwifery and Women and Children's Services.
- Clinical research with an 80-strong team of nurses and doctors.
- Community nursing and school nursing.
- Recovery and rehabilitation for a variety of conditions including brain injury, stroke and elderly care.
- Sexual health and family planning services.
- Wellbeing and lifestyle including mental health services, heart health campaigns, and smoking cessation services.
- End of life and palliative care.

The Trust houses a state of the art Simulation & Skills Facility that provides training for all grades of staff to improve the safety and quality of the service that we offer our patients.

We run a portfolio of in-house courses that can be accessed by all staff to enhance their professional development needs. The training is supported by the use of modern equipment including part task trainers for such skills as venipuncture and full body manikins for the practice of emergency drills.

CONFIDENTIALITY:

In the course of your duties, you may have access to confidential information about patients, staff, or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be always preserved whether at or away from work. The Trust has in place a 'Whistle blowers Policy' for staff wishing to express concerns.

INFECTION PREVENTION AND CONTROL:

Infection prevention and control is the responsibility of all Trust staff. All duties relating to the post must be carried out in accordance with the Trust hand hygiene and infection control policies and procedures.

QUALITY ASSURANCE:

Every employee is personally responsible for the quality of the work, which they individually perform. It is their duty to seek to attain the highest standards achievable both individually and collectively within their knowledge, skills and resources available to them in furtherance of the Trust's philosophy of pursuing quality in all its services.

HARASSMENT AND BULLYING:

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

EQUAL OPPORTUNITIES:

The Trust actively promotes equality of opportunity for all its employees. (In all the foregoing text any reference to one gender whether direct or implied equally includes the opposite gender unless specifically stated to be otherwise).