

DEMONTFORT MEDICAL CENTRE

Medical Records Summariser job description & person specification

Job Title	Nurse Associate Role
Line Manager	Practice Nurse
Accountable to	Practice Manager
Hours per week	12

Job Summary

Nurse Associates work in practice, independently under the leadership of registered nurses, working within the sphere of nursing and care, and within all aspects of the nursing process.

Generic Responsibilities

All staff at DeMontfort Medical Centre have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Deputy Practice Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at DeMontfort Medical Centre must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At DeMontfort Medical Centre, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

Primary Responsibilities

The following are the core responsibilities of the medical records summariser. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- a. To assist and perform routine nursing tasks related to patient care, and recognise any signs of deterioration or concerns, such as routine blood pressure, pulse, respirations, oxygen saturations, peak flow, blood glucose levels, assessing nutrition and hydration, ECG's, BMI and lifestyle advice, as directed and agreed with the Practice Manager, Registered Nurses and GPs.
- b. To support patients to improve and maintain their mental, physical behavioural health and wellbeing by using behaviour change interventions, such as undertaking health checks.
- c. To support the Registered Nurses with the holistic assessment and planned of wound care plans for patients with chronic and acute wounds.
- d. To implement agreed wound care plans, following local and national evidence-based guidelines within own level of competency. To recognise and deterioration of wounds or infection and arrange early review with GPN / GP or specialist service as required.
- e. Support the GPNs with the management of long-term conditions, using a holistic patient centred approach, ensuring patients receive the appropriate level of care and that indicators such as QOF are achieved.
- f. Perform cervical sample taking on completion of additional training as per guidance RCN Position Statement on Registered Nursing Associates training in cervical sample taking.
- g. Administer medications as prescribed and in accordance with NMC standards e.g. via nebuliser or injections using the sub-cutaneous or intramuscular route under Patient Specific Directions and Patient Group directions.

- h. Following agreed protocols with referral to GPNs or GPs as appropriate, to assist in the assessment, planning, development, implementation, and evaluation of programmes to promote health and well-being and prevent adverse effects on health and well-being.
- i. Document consultations accurately and appropriately, according to NMC guidelines.
- j. Ensure awareness of statutory and local clinic adult and children safeguarding protection procedures, including systems of referral. Ability to recognise signs and symptoms of abuse/neglect.
- k. Ensure infection prevention and control guidelines are maintained.
- l. Be an accountable professional who is responsible for their actions, working in line with NMC standards of proficiency.
- m. To recognise and work within the limits their competency.
- n. To work as a part of a multi-disciplinary team using resources efficiently.
- o. Ordering/stock check/ fridge monitoring/child imms/ taken responsibility for personal training

Secondary Responsibilities

In addition to the primary responsibilities, the medical records summariser may be requested to:

- a. Assist in the provision of minor surgery, coil, and implant fittings.
- b. Cytology – once appropriately trained
- c. Childhood immunisations and vaccinations – once appropriately trained.
- d. Chaperone patients when required
- e. Assist in the development of trainee Health Care Assistants and Phlebotomists in line with professional competencies for the role
- f. Partake in audits as directed by the audit lead
- g. Engage in reflective practice including management of self and reflection on own reactions, asking questions, and reflecting on answers given
- h. Use knowledge and experience to make evidence-based decisions and solve problems
- i. To maintain continual professional development through educational courses and study days, and partake in any training programme implemented by the practice.

Person Specification – Medical Records Summariser		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)		✓
NVQ Level 2 in Health and Social Care	✓	
Ability to study at Level 5 Diploma or above		✓
Experience	Essential	Desirable
Experience of working with the public	✓	
Experience of clinical duties	✓	

Experience of working in a health care setting	✓	
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS		✓
Understanding of clinical coding		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
Ability to work as a team player under appropriate supervision, and as part of a multi disciplinary team	✓	
Ability to work on own initiative	✓	
Evidence of time management skills and ability to prioritise	✓	
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.