

PERSON SPECIFICATION – Data Quality Team

Category	Essential	Desirable
Education	<ul style="list-style-type: none"> • Good level of education or experience equivalent to 5 GCSEs at Grade C or above. 	
Experience	<ul style="list-style-type: none"> • Demonstrate a commitment to Continual Professional Development. • Understand, accept and adheres to the need for confidentiality. • Must be a team player – demonstrate evidence of working successfully within a team. 	<ul style="list-style-type: none"> • Experience working in an administrative role within General Medical Practice. • Experience of the NHS Quality and Outcomes Framework (QoF) and Enhanced Services.
Attitudes	<ul style="list-style-type: none"> • Work calmly under pressure under pressure and to meet deadlines. • Proficient in time management • Conscientious and pays attention to detail • Self-starter • Flexible and proactive attitude • Enthusiasm for the role • Able to work as part of a team 	
Skills and Abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Demonstrable teamwork skills. • Very good interpersonal skills. • Demonstrable motivation. • Problem solving skills. • Proficient in the use of computerised systems (Microsoft Word and Excel) to a level to enable the production of high standard of work. • Demonstrate an understanding of the data protection act and patient confidentiality, clinical and information governance and Caldicott requirements. 	<ul style="list-style-type: none"> • Knowledge of SystemOne.

JOB DESCRIPTION – Data Quality Team

Job Title: Data Quality Team Member
Responsible to: Assistant Practice manager
Place of Work: Medical Practice

Job Summary

We are looking for a positive, friendly and enthusiastic Data Quality Team Member with an eye for detail to join our welcoming, hardworking and dedicated team. Our Data Quality Team provide a high level of support to patients, clinical staff and other teams within the Practice. To continually improve performance and adhere to Care Quality Commission standards. Full in-house training will be given.

Working for Brook Square Surgery is an exciting opportunity to begin your career in the NHS where there is always potential for career progression.

Contact us on 01723 380651 or email hnyicb-ny.dqt-b82088@nhs.net to find out more.

Duties and Responsibilities

Administration

- Action pathology results ensuring precision and compliance with our Pathology Protocol.
- Sending referrals for patients to secondary care.
- Summarise new patients' medical history and update their medical records within our IT system.
- Contact the local health authority regarding registration/medical records queries.
- Review information from clinical documents and transfer relevant details into the electronic patient record.
- Monitor generic emails to the Practice and distribute to staff as appropriate.
- Filing patients records and other confidential information in following policies and procedures.
- Proofread medical reports.
- Invoicing and payment reconciliation.
- Processing non-NHS paperwork.
- Regular Fire Alarm testing.
- Registering new patients.
- Taking requests for repeat medications and issuing following Practice policy and procedures.
- Entering patient information onto the computer in a timely and accurate manner.

Reporting

- Create and run reports using our IT system ensuring that results are accurate.
- Investigate data for audit purposes.
- Use information from reports to Keep all data on the medical system up-to-date.

Data Protection

- Ensure security of data at all times with the Data Protection Act and the practices Information Governance policies and procedures.

IT/Smartcard Administration

- Point of contact for hardware/software issues.

Clinical Practice:

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- To ensure that all statutory requirements outlined in the IntraHealth personnel procedures and policies are personally adhered to.
 - To be familiar with and conform to responsibilities under the Data Protection Act as identified by IntraHealth.
 - To undertake duties as necessary, in line with the changing needs of the company. To participate in the annual appraisal and knowledge and skills framework profiling process. Any necessary training will be provided.
 - Acts in a way that acknowledge individuals rights to make their own decision and recognise their responsibilities.
 - Facilitates others to identify their current level of knowledge and skills, their learning needs and best practice.
 - To support others in the development and application of knowledge and skills in practice
 - Identify resource issues which affect learning, development and performance and alerts the appropriate managers.

Communication:

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

- 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 patient's needs.
- Effectively manage own time, workload and resources.

Health and Safety:

- The post holder is required to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work. The post holder is also required to co-operate with their employing body to ensure that statutory and departmental regulations are adhered to.

No Smoking:

- IntraHealth has a No Smoking policy. All Health Service premises are considered as non-smoking zones, other than designated smoking areas. There will be a strict no-smoking policy within the company premises.

Core Competencies

Technical Competencies

- Competent at word, excel etc.
- Attention to accuracy.

Management Competencies

1. Teamwork.
2. Flexibility.
3. Achievement Motivation.
4. Risk Awareness.
5. Health & Safety Awareness.

Personal/professional Development

- Participate in training programmes as part of your personal and professional development.
- Take responsibility for own development, learning and performance, demonstrating skills and activities to others undertaking similar work.

Managing Tasks / Projects

- Ensuring tasks and duties are performed within clearly defined time quality standards.

Managing Information / Data

- Compiling and processing, supplying information and data to both internal and external contacts whilst ensuring confidentiality is maintained where appropriate.

Communications

- High level of verbal and written communication skills.
- Information sharing with other professionals.

Confidentiality and data protection

- Attention is drawn to the confidential nature of information collected within the immunisation service and the storing of personal information for data protection.
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