

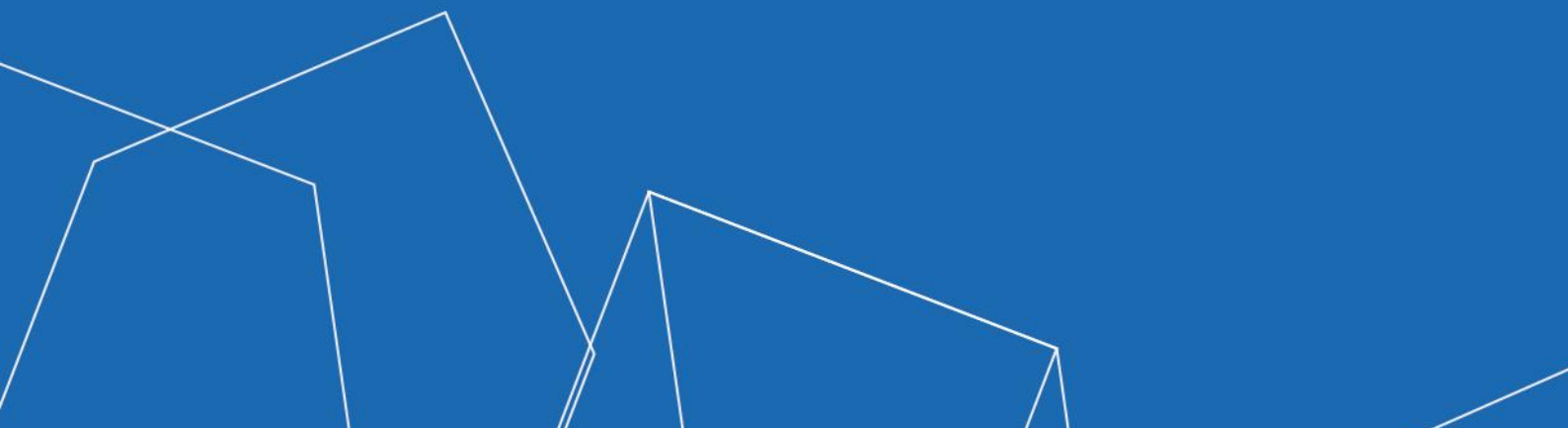
Patient Safety & Quality Administrator

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A BETTER **CAREER** STARTS HERE

At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.



Job details

Job Title:	Patient Safety & Quality Administrator
Division	Corporate
Department:	Safety
Responsible and accountable to:	Patient Safety & Quality Administration Team lead
Band:	Band 3
Location:	Based at Gloucestershire Royal Hospital but may work across site

Job Purpose:

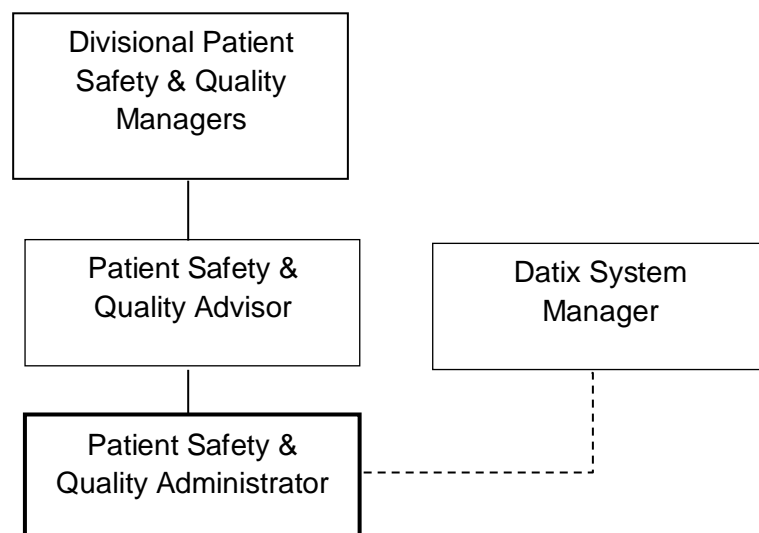
- To provide administrative support to the corporate and divisional Patient Safety & Quality Teams.
- To support the DATIX System Manager with the administration of the Trust Risk Management Software (DATIX).

Key Areas of Responsibility:

- Ensuring that a consistent level of admin support is provided to the Patient Safety & Quality team.
- Responding to routine enquiries from all grades of staff across the Trust as well as from representatives of external organisations
- Co-ordinating and supporting the provision of training in patient safety and risk processes, including maintaining a record of all training undertaken.
- Requesting and tracking patient notes as requested by the team.
- Carrying out general administration duties including: answering the phone, electronic filing, generating basic reports, data entry, responding to emails and some aspects of diary management.
- Arranging a variety of meetings, workshops and presentations
- Facilitating meetings and taking minutes
- Supporting the transfer of sensitive and sometimes contentious information arising from safety incidents while maintaining confidentiality and using discretion.
- Attending regular team meetings
- Managing shared email inboxes and phone lines and directing queries appropriately.

- Providing administration support cover for the Patient Safety & Quality Managers and DATIX systems Manager when absent, escalating any complex queries.
- Monitoring and inputting incidents reported through the hotline.
- Maintaining up to date contact and distribution lists
- Carrying out basic quality assurance checks as instructed.
- Maintaining and updating data dashboards as required
- Basic use of Trak care and electronic patient record to provide support to the Patient Safety and Quality advisors in identifying admission and appointment history for patients involved in incidents
- Prolonged use of computers for majority of working day
- Prolonged and frequent periods of concentration
- Ability to remain focused during repetitive tasks
- Establishing effective and open administrative processes and filing systems that enables easy access to all material by post holder and team.
- Requesting goods as required and requested directly by Line Manager using P2P systems
- To undertake any other duties compatible with grade in discussion with Line Manager
- Managing electronic storage provisions through the use of share drives and SharePoint sites
- Supporting the Patient Safety and Quality team tracking incidents and action plans
- Responding to enquiries and providing process related advice and guidance where able and escalating queries where required.
- Entering data and generating reports from databases and spreadsheets using defined search criteria
- Supporting the Datix System Manager in the administration of the Trust risk management software for incidents, risk registers, complaints, PALS, mortality and claims
- Carrying out DATIX system administration duties to include: approving contacts, creating and modifying user profiles and resetting passwords.
- Supporting the DATIX System Manager with the production of training materials/presentations to support training in the Trust risk management software.

Organisational structure:



General conditions

Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

Terms and Conditions of Service

The principle terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers web site.

Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

Data Quality

As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your Manager.

No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

Job Share

As part of its commitment to Equal Opportunities in employment, Gloucestershire Hospitals NHS Foundation Trust has a policy on Job Sharing. Under this policy all posts, unless exempted, are open to Job Share.

NB

This job description is not intended to form part of the contract of employment or to be a complete

list of duties and responsibilities, but is a good guide for information to the job. It will be periodically reviewed in the light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

Job description agreement

Job holder’s signature:	Date: DD / MM / YYYY
Head of department signature:	Date: DD / MM / YYYY

Person specification: Patient Safety & Quality Administrator

Key to terms: E: Essential, D: Desirable. *How is it assessed?* I: Interview, A: Application

Qualifications

Educated to NVQ level 3 or equivalent	E	A
NVQ 3 Business Administration or equivalent	D	A

Experience

Previous administrative experience (appropriate years) including electronic databases or management systems	E	A
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Knowledge, Skills, Abilities

Advanced keyboard and IT skills with advanced experience and competence in Microsoft Office packages to include Outlook, Word & Excel	E	A/I
Able to use word processing skills to produce and format complex documents.	E	A/I
Ability to deal with non-routine issues and solve problems	E	A/I
Use PowerPoint to design, create and edit presentations	E	A/I
Make effective use of file management on computer network drives	E	A/I
Maintain up to date records in manual and electronic office systems, ensuring consistency, accuracy, attention to detail and enabling information to be located and retrieved.	E	A/I
Able to collate and provide accurate information from a variety of sources.	E	A/I
Diligent with excellent attention to detail	E	A/I
Ability to learn Trust specific software	E	A/I
To accurately record and relay messages as appropriate using discretion in redirecting callers and giving advice.	E	A/I
Excellent written communication, including the ability to produce formal documents such as guidance material and standard operating procedures.	E	A/I
Excellent verbal communication and interpersonal skills with the ability to communicate clearly and concisely	E	A/I
Ability to prioritise and organise own work load with varying and unpredictable demands, working without supervision.	E	A/I
Excellent organisational and time management skills and ability to adhere to strict deadlines.	E	A/I

Qualities

Proactive/ takes own initiative to seek out and implement quality improvements	E	A/I
Able to follow instructions and work independently within a defined remit	E	A/I
Resilient under pressure	E	A/I
Team worker	E	A/I
Reliable, Adaptable and Dependable	E	A/I