

GLOUCESTERSHIRE HOSPITALS NHS TRUST

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Legal Claims Assistant

Department: Patient Investigation and Learning Team (Legal)

Responsible to: Acting Head of Patient Safety Investigations and Complaints. Lead for Family Liaison.

Grade: 3

Hours: 15 hours per week

Location: Robinswood House, GRH

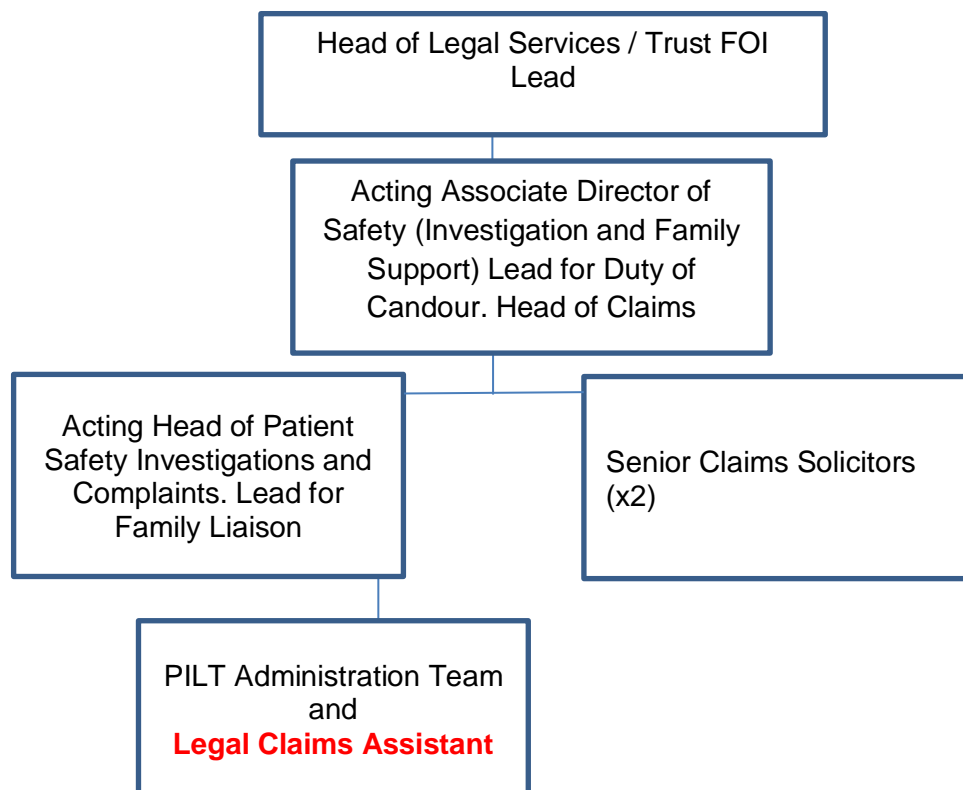
2. JOB PURPOSE

To provide a full and confidential administrative service to the Legal function of the Patient Investigation and Learning Team

3. DIMENSIONS

There is no budgetary responsibility with this post. There is no line management responsibility associated with this post.

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Knowledge and understanding of the key principles of legal processes, complaints, patient safety investigations
- NVQ2 in business and administration or equivalent experience
- Appropriate years administrator experience
- Advanced level competence in a standard range of IT programmes including Microsoft Office, Word, Outlook and Excel programmes
- Experience of Datix, TrakCare, EPR systems desirable
- Excellent organisational skills
- Ability to receive and communicate information clearly, respectfully and efficiently – written, telephone and face to face
- Ability to prioritise and organise own workload with varying and unpredictable demands, working without supervision
- Excellent time management skills and ability to adhere to strict deadlines
- Excellent attention to detail
- Ability to switch tasks readily and frequently without loss of concentration

6. KEY RESULT AREAS

1. Providing secretarial/administrative support to the Legal function of the Patient Investigation and Learning Team in ensuring all correspondence and enquiries are dealt with to a high standard.
2. Establish legal files for each new medical negligence and personal injury claim, recording new claims on appropriate databases, adapting and completing standard template letters for clearance by the Head of Claims and Senior Claims Co-ordinators.
3. The effective use of the Trusts/department's reporting systems. Inputting new claim information received from Claimant's Solicitors correspondence, Litigants in Person correspondence. Reviewing and extracting required reports and/or information from the Trust's systems.
4. The effective use of the Trust's PAS, CRIS, TRAK, EPR and other systems. Reviewing and extracting required reports and/or information.
5. To locate, retrieve and arrange to copy urgent health records, copy radiology and other confidential documents as requested by the Claimant's Solicitors, Trust Solicitors, NHS Litigation Authority, Head of Claims and Senior Claims Co-ordinators and any other appropriately interested parties.
6. To ensure that requests from Claimant's Solicitors (including direct patient access requests pertaining to a medical negligence claim) for disclosure of patient's health records and other confidential documents are actioned in accordance with the requirements of the Data Protection Act 2018.
7. Reviewing health records, complaint files, incident forms and other legal file documentation in relation to queries raised by Claimant Solicitors, Trust Solicitors, Litigants In Person, NHS Litigation Authority, Legal Claims Manager and Senior Claims Co-ordinators.
8. To ensure all health records entering and leaving the Legal Department are recorded on the computerised tracer (TRAK).
9. To ensure prompt payment of invoices for legal services and maintain accurate records liaising with the appropriate departments.
10. To assist in dealing with correspondence to be posted by Recorded Delivery and completing appropriate register.
11. To assist in maintaining a large case note filing system, paying particular attention to the storage and retrieval of both active and dormant files.

12. To ensure the manual and computerised filing system is up-to-date, closing and archiving files where appropriate, adapting standard template letters, returning medical records and CRU Certificates where applicable.
13. To deal with telephone enquiries from Claimant's Solicitors, Trust Solicitors, Litigants in Person, NHS Litigation Authority, Medical Consultants and other Trust members of staff, taking messages as appropriate for the Head of Claims and Senior Claims Co-ordinators.
14. When required, to assist in arranging meetings for the Legal Department and/or wider Patient Investigation and Learning Team.
15. To provide administrative cover in the absence of PA (B4) to Head of Claims and Senior Claims Co-ordinators.
16. To provide administrative assistance to the wider Patient Investigation and Learning team when and as required

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Claimant's Solicitors, Trust Solicitors, Litigants in Person, NHS Litigation Authority, Medical Consultants and other
- Patients and members of the public
- Patient Investigation and Learning Team and wider Quality Improvement Team
- Medical and nursing staff at all grades
- Other clinical and non-clinical staff at all grades
- Risk team members

NB This list is not exhaustive but serves as an example

8. MOST CHALLENGING PART OF THE JOB

- Ability to work under pressure with frequent interruptions
- Ability to communicate with members of the public/patients/family members who may be upset, frustrated or verbally abusive
- Ability to meet a demanding workload whilst prioritising deadlines, often working independently

9. PHYSICAL EFFORT AND WORKING CONDITIONS

- Working with computer-based systems on a daily basis requiring high levels of concentration and impeccable attention to detail
- Adherence to patient confidentiality
- Lifting and handling of health records
- Work within recognised Trust policies and procedures

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 confidentiality, 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 must 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 line manager.

NB:

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.

10. JOB DESCRIPTION AGREEMENT

Job Holders name:

Job Holders signature:

Date:

Manager/Head of Department Name:

Manager/Head of Department Signature:

Date:

Title:

GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST

PERSON SPECIFICATION

Job Title	Legal Claims Assistant
Department	Patient Investigation and Learning Team (Legal Dept)
Grade/Hours	Grade 3. 15hrs per week
Summary of Job	To provide a full and confidential administrative service to the legal function of the Patient Investigation and Learning Team
Essential Qualifications	NVQ2 in Business Administration or equivalent Appropriate years experience in Administration

	The successful candidate will have the ability to:	Essential	Desirable	How will this be measured?
1	Basic knowledge of the key principles of legal processes complaints and patient safety investigations		√	Application form/interview
2	NVQ 2 in Business Administration or equivalent	√		Application form
3	Minimum 2-year experience in administrator role	√		Application form
4	Advanced level competence in standard range office IT programmes specifically Microsoft Office, Word, Outlook and Excel.	√		Application form and interview
5	Competence in use of Datix/ TrakCare, EPR systems		√	Application form
6	Proven experience of maintaining and retrieving data for reporting requirements		√	
7	Excellent organisational skills	√		Application form/Interview
8	Ability to receive and communicate clearly, respectfully and effectively; face to face, telephone and written	√		Application form/interview
9	Ability to prioritise and organise own work load with varying and unpredictable demands, working without supervision	√		Application form/interview

10	Excellent time management skills and ability to adhere to strict deadlines	√		Application form/interview
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