

Freedom of Information Act Disclosure log - Reply Extract

File reference	W21FOI419
Key words	Job Descriptions for Clinical Coding Roles and Data Quality
Date of release	02/12/2021
Attachments	Yes

You asked

I would like to request the following under the Freedom of Information Act in relation to clinical coding and data quality.

- 1. A copy of the current Job descriptions for your organisation clinical coding roles or equivalent role?**

Please refer to attachments 1, 2 and 3

- 2. A copy of the job description for the role responsible for data quality in your organisation?**

Please refer to attachment 4

Legal notes

University Hospitals Plymouth NHS Trust is confirming in accordance with section 1 (a) of the Act that it holds the information requested and is supplying it in accordance with section 1(b) unless otherwise specified.

Attachments included: Yes

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

Job Description

Job Group (Delete as applicable):	Admin & Clerical
Job Title:	Band 3 Trainee Coder
Existing Grade:	Band 3
Care Group:	Clinical Support Services
Service Line:	Director of Finance Summary
Department:	Clinical Coding
Location:	Level 7 Derriford Hospital
Appraiser:	Clinical Coding Service Manager
Accountable to:	Clinical Coding Service Manager
Position Number:	911888
Date:	November 2018

Job Purpose:

The post-holder will be a member of the Clinical Coding Team, which provides the Clinical Coding function for the Trust.

The purpose of this job is to code the diagnoses and procedures for both inpatient and day case episodes, to agreed standards of accuracy, timeliness and completeness.

All coding of inpatient/day case attendances are derived from two publications:

- a) The International Classification of Diseases (ICD10)
- b) The classification of Surgical Operations and Procedures (OPCS4)

The objectives of these classifications are to facilitate clinical care, to allow statistical analysis, to facilitate the transmission of data and to help fund resources. At UHP the Coding Department applies clinical coding to approximately 157,000 inpatient and day case episodes per year.

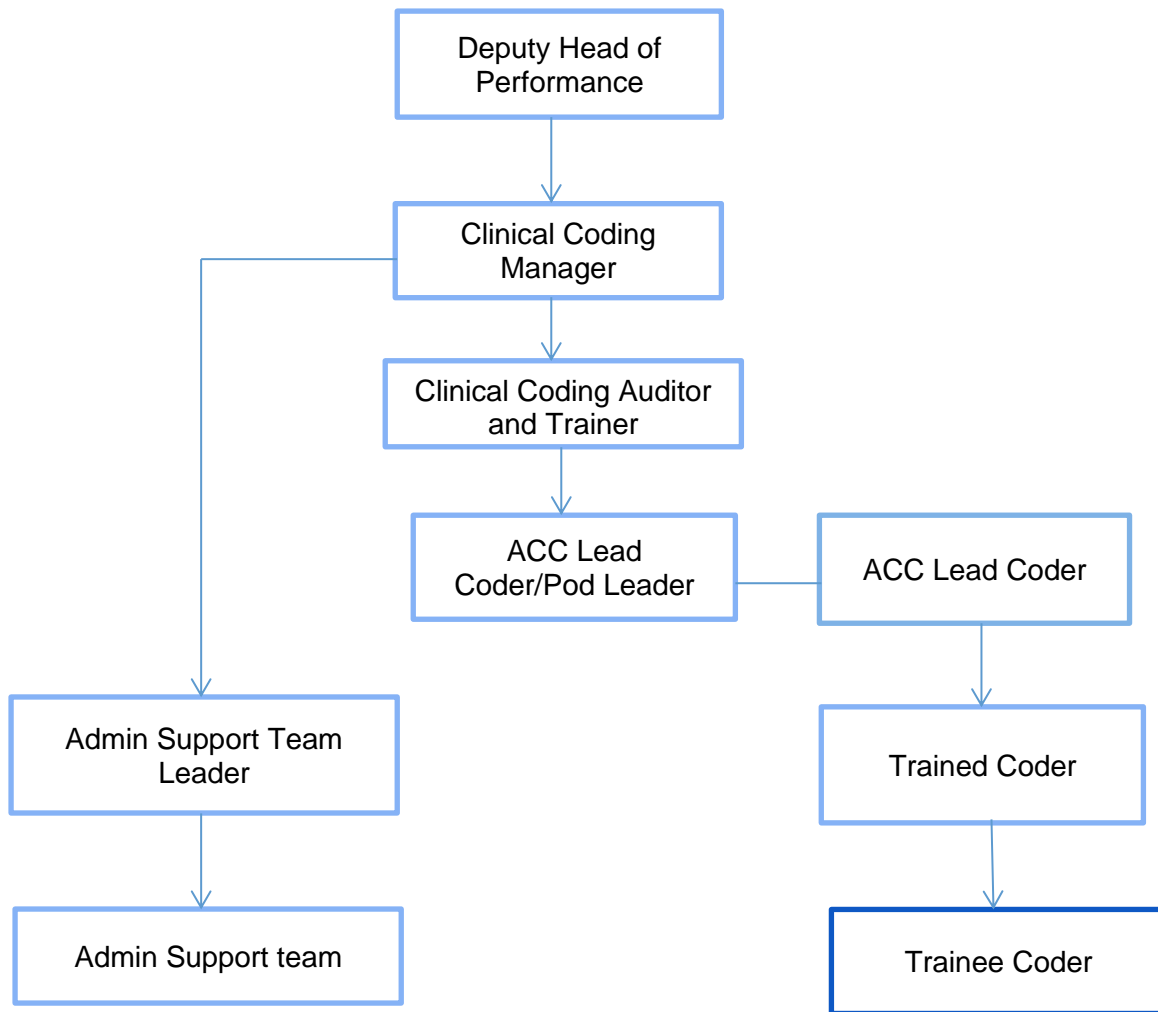
Key Dimensions:

The post-holder will be required to train in both the administration and coding role within the Coding Department. Coding needs to be completed for all inpatient spells within five working days therefore it is imperative that case notes are made available and collected for the Coding department in a timely fashion.

The post holder will be required to undergo intensive Clinical Coder training which will involve a minimum 21 day Standards Course and successfully pass an internal assessment after 12 months.

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

Organisational Chart



Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

PRIMARY DUTIES & AREAS OF RESPONSIBILITY

To train in the administrative aspect of clinical coding

To collect and return case notes to wards in a timely manner.

To trace all case notes into the coding office using the hospital computer system (iPM)

To open and trace in post and file any loose papers into case notes.

To answer telephone queries.

To request case notes from Central Records Library.

To locate and collate missing source material e.g missing case notes.

To liaise with all levels of staff when case notes cannot be located.

To request case notes from peripheral sites as requested or collect from Medical secretaries and other departments within the hospital.

Trainee Clinical Coder

On successful completion of administrative training (approx. 2weeks) the post holder will commence the Trainee Clinical Coder role training.

Trainee

To undergo intensive Clinical Coder training for a minimum of 12 – 18 months. The post holder will be required to attend a Clinical Coding Standards Course for a minimum of 21 days. The post holder will be required to pass an internal assessment (90% pass mark), on successful completion of assessment the post holder will progress to Band 4

To be fully conversant with the relevant publications of International Classification of Diseases (ICD10) and Classification of Surgical Operations and Procedures (OPCS4).

To critically examine the clinical information required assigning the national codes in accordance with the national guidelines.

To extract, analyse, translate and data enter patient records.

To liaise with consultants, junior medical staff, business managers, information analysts, finance staff, medical secretaries and ward administration staff to address any queries arising during the abstraction process.

To ensure adherence to local procedures for clinical coding relating to individual specialties.

COMMUNICATIONS & WORKING RELATIONSHIPS

- **Deputy Head of Performance**
- **Clinical Coding Service Manager**
- **Clinical Coding staff**
- **Ward staff**
- **Clinical staff**
- **Central Records Library staff**

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

OTHER

To undertake any other duties as required by the Clinical Coding Service Manager.

Maintain personal and professional developments to meet the changing demands of the job.

Adhere to policy and recommendations relating to data security and confidentiality.

To be familiar with and adhere to the Health and Safety policy and other Trust policies and procedures.

This role will involve prolonged concentration and use of VDU.

All Job Holders are required to...

- Work to the Trust values - Put patients first, Take ownership, Respect others, be positive.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

PERSON SPECIFICATION TEMPLATE

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Demonstrable experience of anatomy and physiology • Knowledge and experience in the use of medical terminology • Good keyboard skills. • Good knowledge of Microsoft Office software 	<ul style="list-style-type: none"> • Experience of working in a large hospital setting. • Knowledge of iPM • Evidence of working with clinical data.
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to GCSE standard or equivalent in Maths and English • Minimum grade A-C 	Educated to GCSE standard in a science subject Minimum grade A-C
APTITUDE & ABILITIES	<ul style="list-style-type: none"> ▪ Good communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness at all levels. ▪ Accuracy and attention to detail is essential. ▪ Used to changing priorities and tight deadlines ▪ Ability to work under pressure. ▪ Ability to maintain confidentiality to the highest degree ▪ Team Worker. • 	
OTHER FACTORS	<ul style="list-style-type: none"> • Will spend long periods sitting at a desk and using a computer in a quiet environment. • Will require long periods of concentration 	

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2015

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

Job Description

Job Group (Delete as applicable):	Admin & Clerical
Job Title:	Trained Clinical Coder
Existing Grade:	Band 4
Care Group:	Corporate Services
Service Line:	Director of Finance Summary
Department:	Clinical Coding
Location:	Level 7 Derriford Hospital Plymouth
Appraiser:	Clinical Coding Service Manager
Accountable to:	Clinical Coding Service Manager
Position Number:	
Date:	April 2018

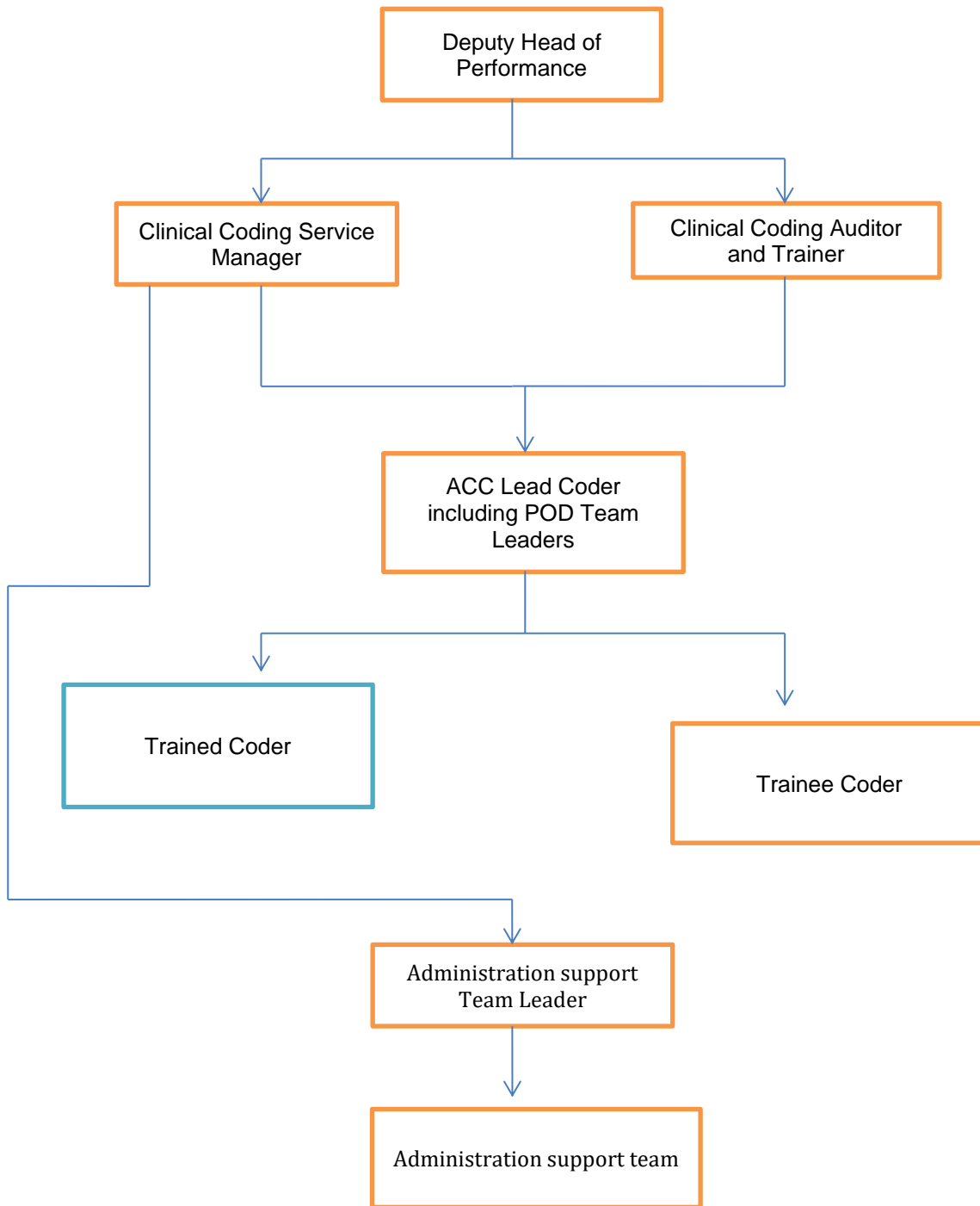
Job Purpose:

All coding of inpatient/day case attendances are derived from two publications:

- a) The International Classification of Diseases (ICD 10)
- b) The Classification of Surgical Operations and Procedures (OPCS4)

- The objectives of these classifications are to facilitate clinical care, to allow statistical analysis, to facilitate the transmission of data and to help fund resources. At UHP the Coding Department applies clinical coding to approximately 157,000 inpatient and day case episodes per year.
- The post-holder will be a member of the Clinical Coding Department, which provides the Clinical Coding function for the Trust.
- The main job purpose is to code the diagnoses and procedures related to the complete range of hospital specialties, for both inpatient and day case episodes, to agreed standards of accuracy, timeliness and completeness.

Organisational Chart



Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

PRIMARY DUTIES & AREAS OF RESPONSIBILITY

To be conversant with the relevant publications of International Classification of Diseases (ICD 10) and Classification of Surgical Operations and Procedures (OPCS4).

To critically examine the clinical information required assigning the national codes in accordance with the national guidelines.

To extract diagnoses and operations from summary sheets and health records for all inpatient and day case episodes.

To classify diagnoses and operations and to accurately input onto the iPM system, every code relevant to the care episode that affects the care and influences the health status of the patient.

To code any outstanding uncoded episodes as identified by computer printouts, so that work targets, laid down by the Clinical Coding Manager are met.

To ensure adherence to local procedures for clinical coding relating to individual specialties/consultants.

To liaise with consultants, junior medical staff, business managers, information analysts, finance staff, clinical effectiveness and audit staff and medical secretaries to address any queries arising during the abstraction process.

To assist the Clinical Coding Service Manager and the Deputy Head of Performance in providing support through the accuracy, timeliness and quality of coded data enabling the calculation of a set of high level indicators (*clinical indicators*) that provide an over view of hospital performance.

To have undertaken intensive training covering all specialties of coding in order to be able to change and adapt to new coding procedures as required.

To keep abreast of current national developments pertaining to clinical coding with colleagues throughout the region and inform Trust personnel as necessary.

To participate in clinical coding projects where necessary.

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

COMMUNICATIONS & WORKING RELATIONSHIPS

- Deputy Head of Performance
- Clinical Coding Service Manager
- Clinical Coding Auditor and Trainer
- Clinical Coding Team
- Clinicians
- Junior Medical Staff
- Service line staff
- Ward staff
- Central Records Library staff

OTHER

To undertake any other duties as required by the Clinical Coding Service Manager

Maintain personal and professional development to meet the changing demands of the job

Ensure that expertise within your area is seen as a resource within and outside the Trust and form working partnerships with other health service providers.

Adhere to policy and recommendations relating to data security and confidentiality.

To be familiar with and adhere to the Health and Safety Policy and other Trust policies and procedures

All Coders are encouraged to work towards the National Clinical Coding Examination (ACC)

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

All Job Holders are required to...

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

PERSON SPECIFICATION TEMPLATE

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Demonstrable knowledge and experience as a Clinical Coder • Proven experience in Clinical Coding using ICD10 and OPCS4 • Knowledge of anatomy and physiology • Knowledge and experience in the use of medical terminology • Good keyboard skills • Good knowledge of Microsoft Office software 	
QUALIFICATIONS	<ul style="list-style-type: none"> • Must have completed a Clinical Coding Standards Course. • GCSE in english, maths and a science subject. 	Minimum grade A-C
APTITUDE & ABILITIES	<ul style="list-style-type: none"> • Accuracy and attention to detail is essential • Ability to abstract, analyse and interpret complex facts relating to patient's clinical records • Effective communication and inter-personal skills • Used to changing priorities and tight deadlines • Ability to work under pressure • Ability to prioritise workloads • Ability to maintain confidentiality to the highest degree • Team worker 	

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> • Analytical • Self motivated • Confident • Focused • Organised 	
OTHER FACTORS	This role requires long periods of concentration and long periods of sitting at a desk using a computer	

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016



Job Description

Job Group (Delete as applicable):	Admin & Clerical
Job Title:	ACC Lead Coder
Existing Grade:	Band 5
Care Group:	Corporate Services
Service Line:	Operational Management
Department:	Clinical Coding
Location:	Level 7 Derriford Hospital
Appraiser:	Clinical Coding Service Manager
Accountable to:	Clinical Coding Service Manager
Position Number:	
Date:	April 2021

Job Purpose:

To provide comprehensive, high quality, efficient clinical coding of inpatients and day cases using ICD 10 and OPCS4 classifications to facilitate Payment by Results, statistical and performance analysis and clinical care/audit. The UHP Clinical Coding Department codes approximately 157,000 inpatient and day case episodes per year.

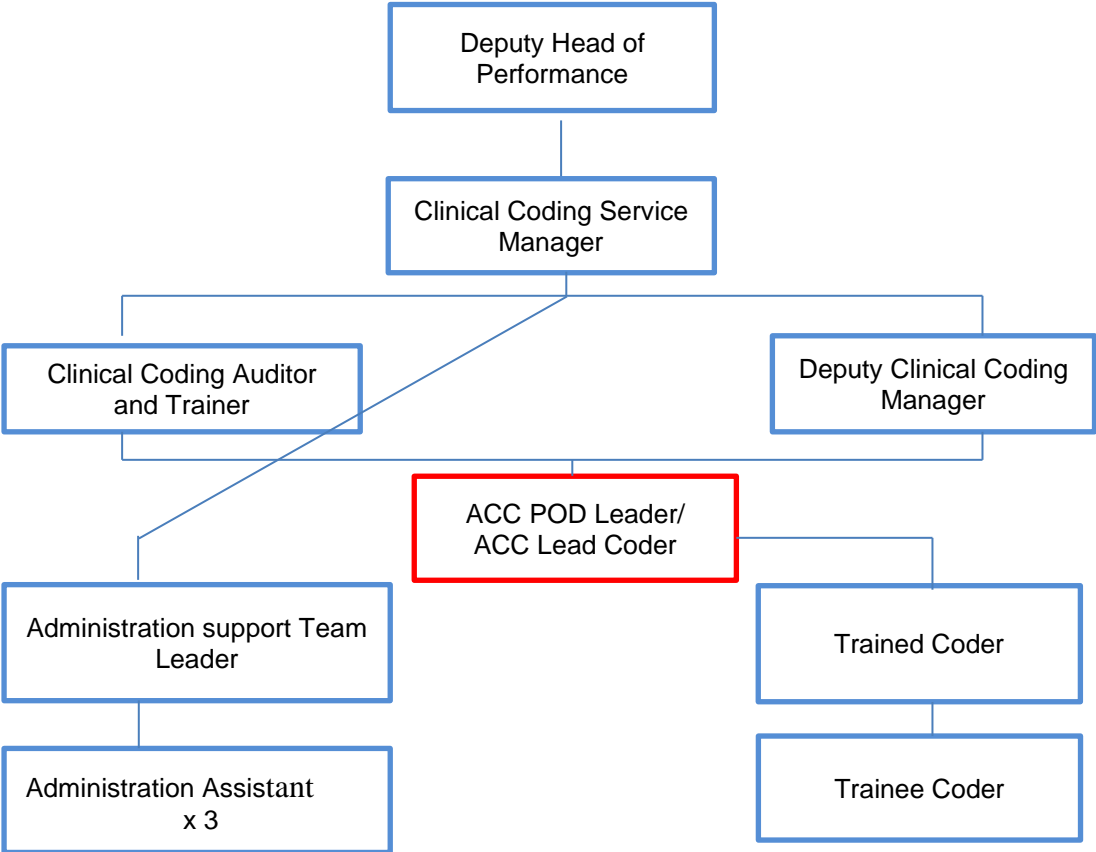
Duties may also include some engagement in validation meetings with clinicians, education of junior clinicians in the importance of co-morbidity recording, building working relationships with service teams and to act as a point of contact for coding issues.

Key Dimensions:

The post-holder will provide comprehensive, high quality, efficient clinical coding of inpatients and day cases for a wide range of specialties and will assist the Clinical Coding Service Manager and the Deputy Head of Performance in acting as a point of reference for clinicians and other staff groups throughout the service lines.

The post-holder will provide support to other Coders.

Organisational Chart



Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

PRIMARY DUTIES & AREAS OF RESPONSIBILITY

1. To be fully conversant with the relevant publications of International Classification of Diseases (ICD 10) and Classification of Surgical Operations and Procedures (OPCS4).
2. To critically examine the clinical information required assigning the national codes in accordance with the national guidelines.
3. To extract diagnoses and operations from summary sheets and health records for all inpatient and day case episodes, showing a high level of expertise across all specialties.
4. To classify diagnoses and operations and to accurately input onto the iPM system, every code relevant to the care episode that affects the care and influences the health status of the patient.
5. To prioritise and code any outstanding uncoded episodes as identified by computer printouts, so that work targets, laid down by the Clinical Coding Service Manager are met.
6. To act as a mentor giving support and advice to other more junior coding staff.
7. To act as a specialty lead for at least one specialty, attending audit meetings as required and advising on review / audit issues to that directorate/specialty.
8. To ensure adherence to local procedures for clinical coding relating to individual specialties/consultants.
9. To liaise with consultants, junior medical staff, business managers, information analysts, finance staff, clinical effectiveness and audit staff and medical secretaries to address any queries arising during the abstraction process.
10. Assist the Clinical Coding Service Manager, and the Deputy Head of Performance, in providing support through the accuracy, timeliness and quality of coded data enabling the calculation of a set of high level indicators (*clinical indicators*) that provide an over view of Hospital performance.
11. To undergo intensive training covering all specialties of coding in order to be able to change and adapt to new coding procedures as required.
12. To keep abreast of current national developments pertaining to clinical coding with colleagues throughout the region and inform Trust personnel as necessary.
13. To participate in clinical coding projects where necessary.

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

COMMUNICATIONS & WORKING RELATIONSHIPS

- Deputy Head of Performance
- Clinical Coding Service Manager
- Clinical Coding staff
- Central Records Library staff
- Clinicians
- Junior Medical Staff
- Care Group staff
- Ward staff

OTHER

To undertake any other duties as required by the Clinical Coding Service Manager

Maintain personal and professional development to meet the changing demands of the job

Ensure that expertise within your area is seen as a resource within and outside the Trust and form working partnerships with other health service providers.

Adhere to policy and recommendations relating to data security and confidentiality.

To be familiar with and adhere to the Health and Safety Policy and other Trust policies and procedures.

All Job Holders are required to...

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

All Managers are responsible for...

- Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training.
- Managing attendance in accordance with the Trusts Attendance Management Policy.

All Heads of Departments are responsible for...

- Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

PERSON SPECIFICATION TEMPLATE

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Must have previous experience as a Clinical Coder • Expertise in clinical coding using ICD10 and OPCS4 • Knowledge of anatomy and physiology • Knowledge and experience in the use of medical terminology • Good keyboard skills • Good knowledge of Microsoft Office software 	<ul style="list-style-type: none"> ▪ Evidence of working with clinical data ▪ Knowledge of national coding developments ▪ Knowledge of iPM in relation to clinical coding
QUALIFICATIONS	<ul style="list-style-type: none"> ▪ Accredited Clinical Coder (IHRIM) ▪ Educated to GCSE standard or equivalent in Maths and English 	<ul style="list-style-type: none"> • Educated to GCSE standard in a science subject
APTITUDE & ABILITIES	<ul style="list-style-type: none"> • Accuracy and attention to detail is essential • Effective communication and inter-personal skills • Used to changing priorities and tight deadlines • Ability to work under pressure • Ability to prioritise own workloads • Ability to maintain confidentiality to the highest degree • Team Worker 	
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> • Analytical • Self motivated • Customer orientated • Quality Control 	
OTHER FACTORS	<ul style="list-style-type: none"> • This role entails sitting at a computer for long periods of time and also requires long periods of concentration in a quiet working environment 	

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

Job Description

Job Group (Delete as applicable):	Admin & Clerical
Job Title:	Business Intelligence Transformation Manager
Existing Grade:	
Care Group:	Corporate Services
Service Line:	Transformation
Department:	Performance Information Team
Location:	NU Building
Appraiser:	Head of Performance & Management Information
Accountable to:	Head of Performance & Management Information
Position Number:	
Date:	June 2021

Job Purpose:

The post-holder will be responsible for leadership and day to day management of the information and data warehousing functions and the production, development and promotion of a range of information services.

To play a lead role in the planning and development of new information delivery systems and project manage their implementation.

To develop and implement longer term strategies for the organisation relating to Corporate Reporting, Data Quality Policy & assurance.

To ensure that all statutory reporting requirements of the Trust are met within the required timescales.

To provide expertise in investigating and resolving highly complex data and information issues, as the organisation lead, and promote clear understanding and direction to others.

The post-holder will develop training for the team and other Trust staff where appropriate with expert advice and guidance

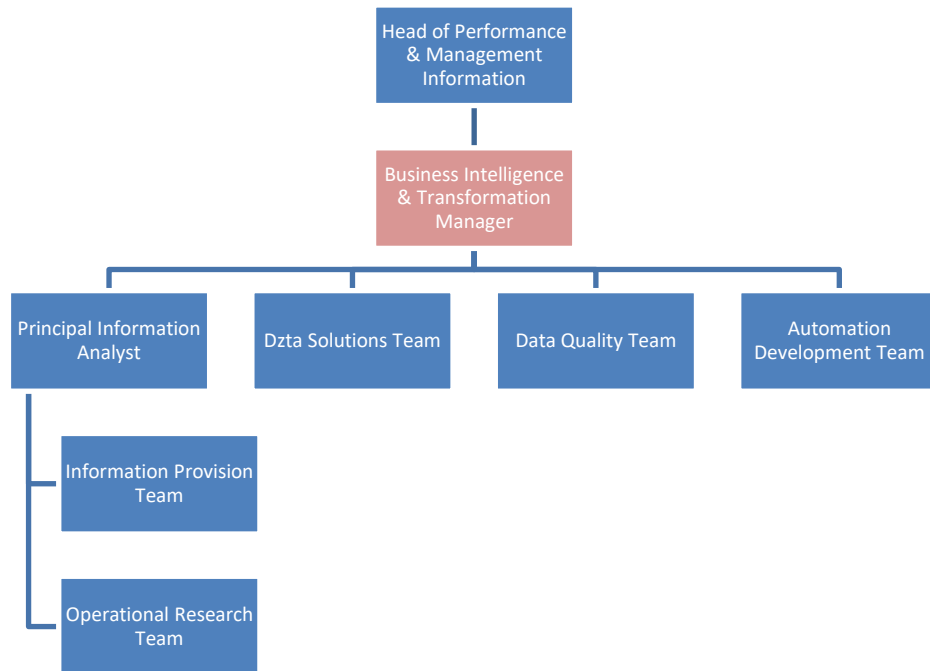
Lead for all matters relating to information reporting for the Trust's major transformation projects including internal priorities and external system interfaces between primary care and secondary care.

Lead the development of information for GP practices and Federations on behalf of the hospital and of pan organisational reporting for the wider health community

The post-holder will deputise for the Head of Performance & Information Management, in their absence, for all other management duties.

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

Organisational Chart



Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

PRIMARY DUTIES & AREAS OF RESPONSIBILITY

1. Provide a Trust wide information reporting service, and ensure its continued development and improvement
2. Develop and review policies, procedures and documentation for the service
3. Leadership of the Information & Data Warehouse functions and RTT Validator to ensure optimal performance, enabling their continual development through appropriate training, appraisal and personal development. Supporting the team with technically and emotionally demanding work. Ensure the team have regular Health and Wellbeing surveys and are benchmarked against other teams, leading to positive improvements for the team.
4. Develop and maintain Key Performance Indicators for the team, ensuring adherence to targets with assurance fed through Service Line Performance Dashboards.
5. Monitoring cost centre ensuring it remains within budget. Reviewing budget to confirm adequate resource for service and contribute to ongoing cost improvement plans.
6. Deputise for the Head of Performance & Management Information as and when required particularly in relation to the Outpatient Management Centre.
7. Lead the continuous development of the trust data warehouse ensuring it's serves business requirements and manage use of the warehouse to ensure it performs in the best possible fashion by ensuring the team use efficient SQL and by managing the tables within the local database and providing a single version of the truth.
8. Develop an expert understanding of the various computer systems in the Trust with regard to data models and structures to allow the extraction of data and the development of complex inter/multi-system analyses.
9. Responsible for the development of QlikView, SSRS and Excel reporting systems and solutions, developing the team and service users in the use of these tools.
10. Responsible for the planning and implementation of new technology for Business Intelligence reporting which allows Trust staff better access to and increased flexibility around their personal analytical needs, including writing of business cases with necessary finances described.
11. Develop solutions and optimise the effectiveness of procured technical solutions to support efficiency in operational, administration and clinical processes. e.g. eOutcomes, Bookwise, Netcall.
12. Coordinate and manage the production of statutory and ad-hoc reports in accordance with Trust and national timescales and requirements and embed procedures within the team to ensure validation is completed prior to publication or submission.
13. Coordinate and manage the production of other operationally necessary reporting, e.g. PTLs and dashboards, to ensure they are accurate and fit for purpose. These will require continual review with operational teams to maintain relevance. Ensuring PODS within the team gain assurance on the quality of the reports and data for each key point of delivery.
14. Provide expert advice and support regarding the collection, reporting and interpretation of information across the Trust and within the local health community.
15. Represent the performance information team in major transformation projects, acting as the expert for all matters relating to information reporting and system interfaces between primary care and secondary care
16. Lead the development of the information offering to GP practices and Federations on behalf of the hospital which will provide reporting to give insight to performance at a practice/federation level
17. Lead the development of pan organisational reporting with an aspiration to integrate information to provide insight into resource usage at a citizen/family and other grouping levels across health and social care.

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

18. Provide expert advice and support regarding the effective and appropriate use of analytical tools, statistical method, databases and spreadsheets.
19. Carry out highly complex analysis of Trust data using a variety of analytical methods and tools and be able to convey complex situations and analysis to a wide ranging audience.
20. Be expertly knowledgeable of relevant NHS data definitions and reporting requirements, and be able to interpret this guidance/national policy and implement changes locally when required. This will include the accurate and timely capture of data to support full income recovery under Payment by Results.
21. Work closely with the Performance team to develop and monitor progress against national targets and use any available benchmark data.
22. Work proactively with other Trust staff to ensure that the reporting requirements of the clinical, administrative and managerial staff are met by conducting audits or surveys.
23. Take a lead to develop and run workshops so users of the information are confident and able to use the tools available and interpret the information appropriately.
24. Lead the Business Intelligence Reporting Strategy, ensuring Executive agreement and leadership for ongoing information reporting needs of the Trust. A lead member of the Business Intelligence Reporting Group, providing expert advice to the Executive lead and group members.
25. Lead the data quality strategy for the Trust, chairing the Data Quality Steering Group to ensure focus occurs in the necessary areas. Use benchmarking data where ever possible to identify issues and assurance through to the Board on Data Quality. Alongside this deliver support and training on Data Quality issues.
26. Lead in the continual development and implementation of the Trust's Data Quality Policy.
27. Represent the Trust at local and national information forums and relevant events and ensure feedback occurs to team and wider audience where necessary.
28. Trust named expert for a number of requirements (400,402,502,504,506 & 507) of the Information Governance Toolkit, ensuring evidence is in place and maintained.
29. Ensure that personal and sensitive information is kept confidential at all times within the team and promote this requirement to the wider audience.
30. Provide advice to the team on how to handle other information of a sensitive nature such as political sensitivity or where results are being published which focus on an individual's performance.

COMMUNICATIONS & WORKING RELATIONSHIPS

The post holder will be required to communicate with staff across all levels and disciplines within the local health care community.

The post holder will be required to communicate within the Performance & Management Information Team to ensure new projects, amendments and enhancements are properly designed to fit within the service infrastructure and to support the development of the service as a whole.

The post holder will be required to communicate on a technical level with stakeholders, external third party system suppliers, developers and NHS staff at all levels.

The post holder will be expected to attend meetings on behalf of the Data Warehouse Team, within the Performance & Management Information Team.

Key Working relationships

Head of Performance & Management Information
Other Senior Members of Department
Business Intelligence Teams
Performance Team
Costing Team

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

Executive Team Members
Software Development & Integration Team, IM&T
Clinical Systems Team
Information Governance Team
Patient Access Team
Service Line Managers and the support teams
Transformation and Service Improvement Teams
Clinical Administration Teams
Business Advisors
External bodies including CCGs, NHSE/I & NHSD
GP Practices/Federations

OTHER

Special Features

At times this role has a requirement for intense concentration whilst developing & analysing complex & reporting solutions.

The job is very specialised in terms of the technical capabilities and the post holder will have the ability to develop these skills further and the skills of others. Experience in the following is considered a core requisite to undertake the role:

Programming Languages & Systems

SQL (including T-SQL), SSIS, QlikView, SSRS, RDBMS and Knowledge of numerous bespoke Clinical/Administration DB systems relevant to the Trust and wider health community. Good understanding of national and local IT strategy and BI strategy including up-to-date knowledge of best of breed PAS (and other systems) and their implementations.

Databases

SQL Server and equivalent.

To maintain data security and “duty of confidence” which meets the data protection act 1998, NHS guidelines and EC directives in maintaining use of confidential and personal information involving patient data. To ensure Information security at all times.

All Job Holders are required to...

31. Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
32. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
33. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
34. Attend statutory, essential and mandatory training.
35. Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.
36. Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
37. Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
38. Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
39. Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

with children and families.

40. Ensure they attend Child Protection training at the appropriate level within the specified time frame.
41. Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
42. Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
43. Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

All Managers are responsible for...

44. Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training.
45. Managing attendance in accordance with the Trusts Attendance Management Policy.

All Heads of Departments are responsible for...

46. Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.

Note

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

Service Line Managers Budget Responsibility

Service Line Managers are required to confirm the details of their delegated Budget Holders who are responsible for setting budgets for each cost centre. These are the individuals who will be the primary point of contact for exchange of information on the budgets to be set, be involved in setting their budgets and who will sign off their budgets as a correct record of the budget discussions.

A list of all Budget Holders will be maintained by the Finance Department, based on information presented by Service Line Managers. Service Line Managers will take responsibility for the budget setting process, but Budget Holders are responsible for setting the budgets for their cost centres.

Service Line Managers' key responsibilities in relation to budgets are to:

47. ensure, and confirm themselves, the formal confirmation of the final budgets by the Budget Holder in the Budget Holder Monthly Checklist;
48. deliver the required level of services within the budgets set;
49. take action where required and work with their Budget Holders to ensure the above, agreeing budget changes as appropriate;
50. represent Budget Holders at Performance Reviews and be able to explain variances to budget and planned corrective actions; and
51. ensure that any financial problems or concerns are escalated to the appropriate level for discussion and action.

Budget Holder Responsibilities

The Trust has a devolved management structure, guided by Responsibility Accounting principles, whereby

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

financial duties are delegated from the Accountable Officer (the Chief Executive) to Executive and Clinical Directors, then to Service Line Managers/Heads of Department and then to nominated Budget Holders. Each Budget Holder's areas of responsibility are defined by the cost centres assigned to them.

Service Line Managers are required to take responsibility for the budget setting process and confirm the details of the Delegated Budget Holders who are responsible for setting budgets for each cost centre. Budget Holders will be the primary point of contact for exchange of information on the budgets to be set, be involved in setting their budgets, taking into account any financial restraints or targets, and sign off their budgets as a correct record of the budget discussions. A list of all Budget Holders will be maintained by the Finance Department.

Budget Holders' key responsibilities in relation to budgets are to:

52. confirm formal agreement of their final budget in the Budget Holder Monthly Checklist;
53. deliver the required level of services within the budget; and
54. take action where required and work with their Service Line Manager to ensure the above, agreeing budget changes as appropriate.

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> ▪ Comprehensive/specialist knowledge of NHS information datasets, data manual, statutory reporting requirements and IT analytical and reporting systems. ▪ Comprehensive/specialist knowledge of NHS commissioning structures and the Payment By results regime. ▪ Previous experience of staff development and performance management and demonstrable participation in a leadership development programme. ▪ Expert working knowledge of hospital Patient Administration Systems, SQL Server & associated tools and Microsoft Office products. ▪ Lead SQL developer including data warehousing and experience of training in all aspects of relational database management systems. ▪ Expert developer of in-memory and direct query reporting tools e.g. QlikView & SSRS ▪ Experience of working with other partners across the health community ▪ Ability to analyse highly complex patient flows through hospital services and to produce models and information systems of a sufficient level to mirror these. ▪ Project management experience in an NHS environment ▪ With no formal qualification available for this specialist role, at least 5 years experience working in a lead information Analyst role is the minimum required. 	<ul style="list-style-type: none"> ▪ Understanding of clinical terminology ▪ In depth knowledge of operational and administration processes within the NHS.
QUALIFICATIONS	<ul style="list-style-type: none"> ▪ Master degree or equivalent experience ▪ Comprehensive IT training/education 	<ul style="list-style-type: none"> ▪ Evidence of postgraduate study in numerate/ informatics subject
APTITUDE & ABILITIES	<ul style="list-style-type: none"> ▪ Excellent communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness at all levels and a wide range of audiences (large groups and one to one), including presentation skills. ▪ Effective influencing skills: in general and with senior health care professionals where information being presented may be complex sensitive or contentious. ▪ Attention to detail and ability to concentrate on complex issues for sustained periods despite interruption. ▪ Analytical mind. ▪ Teaching and mentoring skills ▪ Ability to prioritise workload, instruct and direct others. ▪ Ability to interpret complex systems and 	

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2016

	<p>situations and present in an informative manner</p> <ul style="list-style-type: none"> ▪ Always promotes a patient focused service despite rare contact with patients. ▪ Organisational skills ▪ Advanced and accurate keyboard skills 	
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> ▪ Ability to work autonomously ▪ Able to cope under pressure, maintaining focus despite dealing with frequently changing and conflicting priorities. ▪ Dedicated ▪ Positive attitude in all circumstances. ▪ Proactive, takes own initiative ▪ Motivational ▪ Handle sensitive information with appropriate discretion 	
OTHER FACTORS	<ul style="list-style-type: none"> • Ability to drive • Required to walk to different locations to meetings on the hospital site. • Required to sit at a PC for long periods. • Willing to work in more than one location 	