



# CLINICAL AUDIT OFFICER

## INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	<b>Clinical Audit Officer</b>
<b>Band</b>	<b>3</b>
<b>Directorate</b>	<b>Clinical Audit</b>
<b>Accountable to</b>	<b>Head of Clinical Audit</b>
<b>DBS Required?</b>	<b>No</b>

### JOB OVERVIEW

- The post holder is responsible for supporting clinical audit within the Trust under the supervision of the Clinical Audit Facilitator for Maternity
- The post holder will work with clinical staff throughout the Trust to carry out effective clinical audits
- The post holder will be required to have experience of Microsoft Office applications including Word, Excel, PowerPoint and Outlook

### SCOPE AND RANGE

- The post holder will work with a wide range of staff throughout the Trust
- The post holder will work under the supervision of the Clinical Audit Facilitator for Maternity

### MAIN DUTIES AND RESPONSIBILITIES

## **Clinical Audit**

The post holder will:

- Assist the Maternity Clinical Audit Facilitator with the administration of clinical audit projects
- Contribute to the maintenance of the Trust clinical audit database including:
  - Administrating audit proposals
  - Updating the clinical audit database
  - Extracting information from the clinical audit database
- Assist with clinical audit by:
  - Assist with the maintenance of the Trust clinical audit web pages, including links to the audit database and NICE database
  - Collecting information from computer systems or direct sources (eg casenotes, theatre books etc)
  - Format audit questionnaires and design audit databases to facilitate interpretation of results
- Input audit data which requires attention to detail and appreciation of numbers
- Assist in all aspects of the analysis of the data and use database or manual analysis as appropriate
- Facilitate clinical audit presentations by preparing accompanying presentation material
- Prepare graphs and charts using Microsoft Office
- Produce correspondence, reports, minutes and confidential material using appropriate IT software
- Liaise and communicate with personnel at all levels of the organisation as necessary
- Assist with the administration of clinical audit education for the junior doctors induction and clinical audit workshops
- Produce clinical audit reports using the departmental template
- Obtain casenotes if required
- Delegation of notes collection and basic auditing to audit clerks
- Order stationary and office supplies

## **Office systems**

- Deal with telephone and personal enquiries in a polite and efficient manner, and accurately record and relay messages
- Type and distribute routine letters and memos
- Maintain an efficient and effective system for filing and electronic data

## **Other**

- Demonstrate own job to new starters & work experience students
- Assist with any other activities as required to enhance the development of the department
- Participate in regular departmental meetings and contribute as appropriate to the overall service
- Maintain own personal development through participating in training, education and courses as required
- Participate in personal objective setting and review, including the creation of a personal development plan
- Do not carry out tasks beyond your level of competence
- To propose changes to working practices/procedures in the department

- Ensure hospital information data quality issues are fed back to the relevant systems managers
- To follow at all times the Policies and Procedures of The Shrewsbury and Telford Hospital NHS Trust

### **CONFIDENTIALITY**

- Ensure that confidentiality and data security is maintained at all times in accordance with the Trust's policies and guidelines
- Ensure that confidentiality and data security is maintained at all times in accordance with the Trusts policies and guidelines in particular ensure that matters of a confidential nature including information relating to staff and patients are not divulged to any unauthorised persons

### **SYSTEMS AND EQUIPMENT**

- Use the following information systems competently and accurately
  - Careflow
  - Clinical Audit database
  - Results Reporter
  - Microsoft Office (PowerPoint, Word, Access, Excel)
- Use the following equipment safely and appropriately
  - Photocopier
  - Shredder
- The postholder will have a thorough understanding of clinical systems and processes
- The post holder will have an understanding of a range of routine work procedures, including an understanding of the principles of data coding

### **DECISIONS, JUDGEMENT AND FREEDOM TO ACT**

- The post holder will be guided in their work by clinical audit procedures, and will be expected to deal with queries from clinicians visiting the audit office. The Clinical Audit Facilitator for Maternity is generally available for reference
- The post holder will be expected to use their judgement when collecting data for clinical audit, for example when extracting data from patient's medical records. This may require some analysis of the information
- The post holder will deal with routine enquiries but will refer non-routine enquiries to the Clinical Audit Facilitator for Maternity.
- Under the direction of the Clinical Audit Facilitator for Maternity, the post holder will organise and prioritise their own workload. This will require a degree of organisational ability to plan ongoing tasks and there may be occasions when the post holders may have to work on their own initiative

### **COMMUNICATION AND RELATIONSHIPS**

- The post holder will have contact with a wide range of people in their role including colleagues in other departments and Trusts and occasionally with patients
- Communication will be mainly oral but will include written and electronic forms of communication
- The post holder will update clinicians on progress with audit projects, and deal with requests for audit assistance. This may require tact and/or persuasiveness when having to refuse requests

## **PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST**

- The post requires frequent periods of sitting in a restricted position whilst working on the computer
- The post involves some lifting and handling of medical records, and boxes of stores
- The post requires frequent periods of concentration to check accuracy
- There is occasional exposure to distressing or emotional circumstances in the course of carrying out audits
- The post requires excellent keyboard skills
- The post requires the post holder to work to deadlines in preparing information for presentation
- The post involves regular interruptions with routine enquiries

This job description is not exhaustive and is intended to be a guide to the principal duties and responsibilities of the post only. It may be amended at any time with agreement of the post holder and line manager





## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• 3 A levels, grades A to E or an NVQ level 3 standard in a relevant subject (or equivalent level of experience)</li></ul>	

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Advanced keyboard skills (to RSA level III, or equivalent)</li><li>• Computer skills including experience in the use of Microsoft Excel, Word and Powerpoint</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of medical terminology</li><li>• Experience of carrying out clinical audit projects.</li><li>• Experience of working in an office environment</li></ul>

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Excellent communication skills</li><li>• Analytical skills</li><li>• Presentation skills</li><li>• Attention to detail</li><li>• Ability to follow written and verbal instructions with a high degree of accuracy</li></ul>	

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

# PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

# SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

# CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

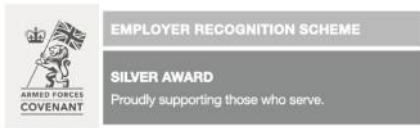
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)