



MEDICAL EXAMINER 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.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

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

Job Title	Medical Examiner Officer
Band	5
Directorate	Patient Experience Team (RSH)
Accountable to	Head of PALS & Complaints
DBS Required?	No

JOB PURPOSE

To support Medical Examiners in their role in scrutinising the circumstances and causes of death. To be a point of contact and source of advice for relatives of deceased patients, healthcare professionals and coroner and registration services. In times of service need/demand to provide an accessible and responsive Patient Advise and Liaison service for patients, relatives, carers and members of the public by supporting them in raising concerns through this service. To support bereaved relatives in issuing Medical Certificates and to arrange and chair bereavement meetings.

Duties/Responsibilities of the role

To act as an intermediary between the bereaved and clinicians to establish and resolve any concerns relating to a patient's death. Work with medical examiners to aid them in their responsibility for overseeing the death certification process for all deceased patients in the organisation.

To establish the circumstances of individual patient deaths by performing a preliminary review of medical records to identify clinical and circumstantial information, sourcing additional details where required, for scrutiny by the medical examiner.

To assist in highlighting cases for assessment by Patient Safety, Child Death Overview Panel (CDOP), Clinical Governance teams and the Learning Disability Review Teams (LeDeR).

To assist in providing feedback to clinicians, both internally and externally, of any themes or trends that are identified following medical examiner review.

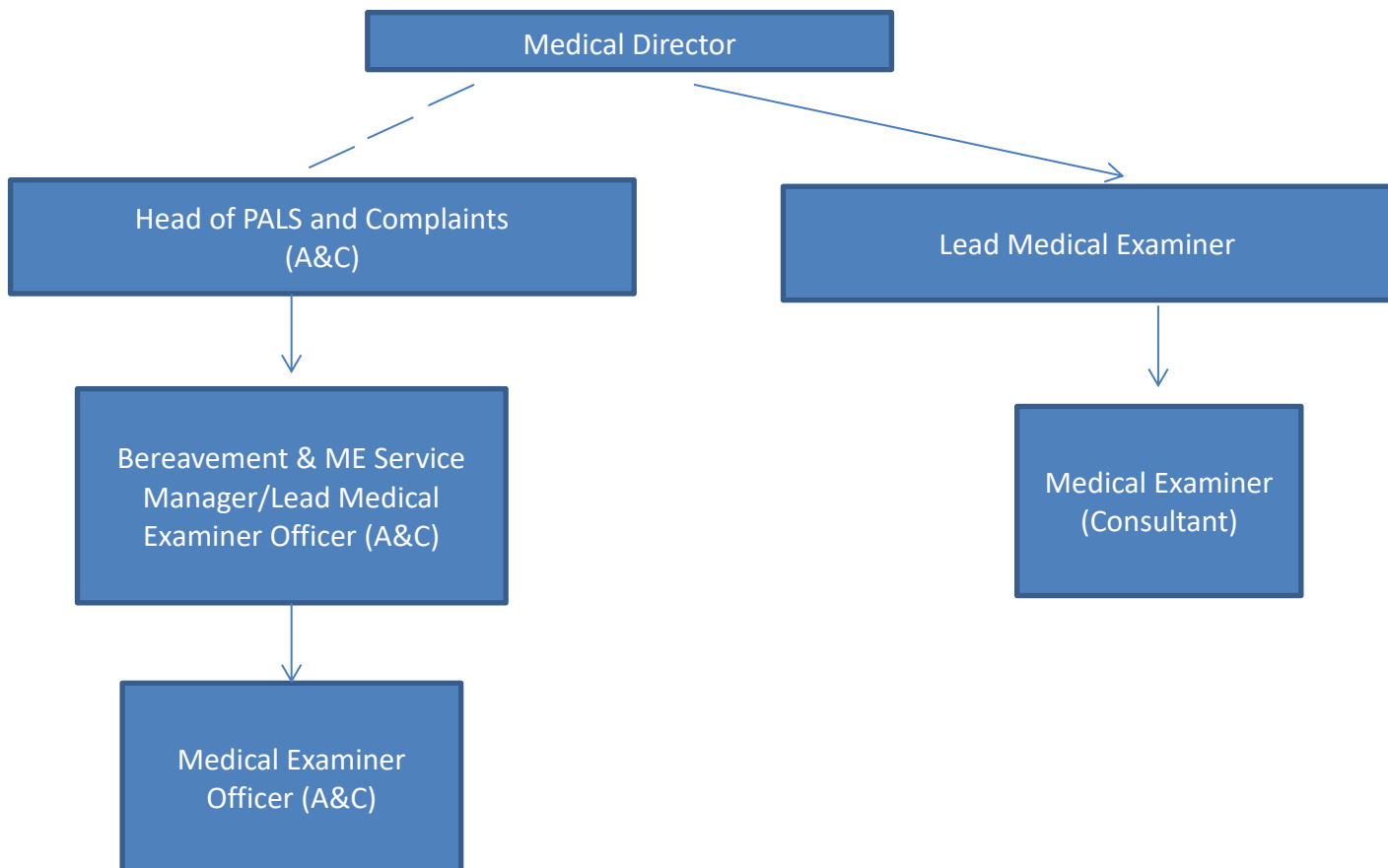
To support the Bereavement & Medical Examiner Service manager in the formulation of service rotas to ensure the smooth running of the service on both sites.

To actively contribute and develop standard operating procedures relating to the medical examiner service.

Under the direct supervision of the duty ME, where appropriate, to refer patients to the coroner using the online referral tool for further investigation.

Maintain an awareness of the diverse needs of users of the medical examiner system to ensure equality to any particular group defined by sex, race, religion, ethnicity, sexual orientation, gender reassignment or disability.

Organisational Chart



Knowledge, skills, and experience required:

- Educated to Bachelor's degree level, or evidence of study/equivalent practical experience at an advanced level; this might include nursing and/or other clinical experience.
- To have qualifications/skills in day-to-day operational/process management of a customer-facing service where users may have unpredictable and emotionally charged needs.
- Highly evolved empathetic and self-awareness skills to deal with bereaved families who may have barriers to understanding information due to their grief or disability.
- Excellent communication and interpersonal skills.
- To have a working knowledge of medical terminology that enables informed discussions about causes/circumstances of death with bereaved families, clinicians, coroner and registration service staff.
- Knowledge of the statutory process around death certification legal frameworks and how the medical examiner system aligns with other related organisations and NHS initiatives.
- The ability to work in a highly pressurised, unpredictable environment where bereavement care is central to the service delivery.
- Specialist knowledge of various faith groups' funeral wishes/practices to enable respectful compliance with tight and specific timescales and procedures.
- Computer literate to use multiple IT software for recording personal identifiable data and producing statistical information for the National Medical Examiner's office and Public Health surveillance.

Key Result Areas:

- Be able to juggle conflicting demands, prioritise tasks and deal with queries as they arise.
- Identify relatives' concerns and escalate them appropriately.
- Full compliance with secure handling of patient identifiable data is essential.
- Contribute to and review departmental policies and procedures to reflect best practice in the delivery of a medical examiner system.

Communications and Key Working Relationships:

- Internal
- Hospital Doctors of all levels
- Medical Examiners
- Service Managers, Senior Nurses, Nurses, Clinical Governance Leads/Patient Safety, Infection Control and Mortuary staff.

External

- HM Coroner and officers
- Bereaved relatives, carers, and executors/solicitors.
- Spiritual/Faith community leads

- Registrars of births and deaths
- GPs and practice staff
- Funeral Directors
- National Medical Examiner
- Regional leads for ME system

Most challenging part of the role:

Regular interaction with the bereaved relatives in person or over the telephone handling emotive and challenging situations. The post holder must have the ability to demonstrate empathy and always remain professional and know when to escalate a situation up to their immediate line manager.

Physical Effort and Working Conditions:

There is significant emotional effort associated with dealing with bereaved families. To use a computer for prolonged periods of time daily.

Bereavement

- In cases where an ME has not provided scrutiny to conduct an MEO review of the records and request for an MCCD to be written and or a referral to the Coroner.
- If required to provide information to the family and visitors, regarding the process of coming in to see their loved one in our Swan Bereavement Suite, and the arrangements that need to be made following the death.
- In cases where families require on-going help and support to come to terms with their grief, work with Bereavement and Complaints Team colleagues to aid bereavement meetings between the consultant and family.
- Provide support, information, and explanations around the statutory requirements for Coroners post-mortems, including the procedures for the release of the deceased
- In cases where the deceased has no next of kin, to organise funerals, establishing the financial circumstances of the deceased which involves making sensitive and confidential enquiries.
- To provide links to external counselling agencies for bereaved family and relatives
- Keep accurate and contemporaneous records
- Provide assistance to the Bereavement & Medical Examiner Service Manager in collating and presenting data in preparation for external reporting
- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS to fulfil the role effectively
- Role model the Trust’s values and behaviours

Limits of authority

- The post holder is not directly supervised although advice is readily available from the Bereavement & Medical Examiner Service Manager, Lead MEO or Head of PALS & Complaints
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- Judgment is required involving complaints/concerns of mixed complexity that will require

consideration of the options available.

Systems and Equipment

- To use normal office equipment
- To be competent in the use of a range of electronic information systems and tools

Physical, Mental and Emotional Demands of the Post

- To interpret a range of information of mixed complexity during the preparatory review of the deceased person's care
- To undertake presentations to groups of staff during training sessions as required
- To handle emotive, highly charged, and challenging situations relating to patients, service users and staff, using influential negotiating skills to achieve desired outcomes.
- To cope with frequent interruptions during periods of concentration.

Working Conditions

- To work in normal office conditions, including regular VDU work
- To travel regularly between all Trust sites.

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive, and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Your attention is drawn to the confidential nature of information handled within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.



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"> Educated to bachelor's degree level or equivalent working knowledge in related field. Completed e-learning MEO core training modules prior to starting in the post 	<ul style="list-style-type: none"> Counselling qualification

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience of working with people in sensitive and emotional situations. General knowledge of clinical/medical terminology 	<ul style="list-style-type: none"> Experience of working in a healthcare setting with multi-disciplinary teams across organisational boundaries. Experience of working in a nursing or equivalent discipline Knowledge of the requirements of various faith groups and respect for equality and diversity if issues around formalities following a death Knowledge of the Coroner & Justice Act 2009 reference to the medical examiner system. Full understanding of the medical examiner system operational remit when incorporated within Bereavement Services or as a stand-alone office.

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Strong interpersonal skills demonstrating the ability to communicate in difficult and emotional situations with empathy and professionalism with all stakeholders Ability to work as part of a team and organise fluctuating workload around competing priorities. Confident ability in negotiation and influencing skills Competent in use of IT software systems including Microsoft Word, Excel and 	

Powerpoint and handling sensitive personal identifiable data <ul style="list-style-type: none"> • Ability to assimilate a range of complex information and make judgements 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Proactive and self-motivated with the ability to deputise for Lead MEO often at short notice. • Positive can do attitude, a receptive attitude to change and a commitment to a culture of continuous improvement • Passion for improving the patient experience • Approachable and supportive to all levels of staff and bereaved families in a non judgement and discreet manner • Ability to maintain a calm manner in a range of challenging and emotive circumstances and the resilience to cope with other people's emotions/behaviours • Ability to travel across the health community as required 	

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.

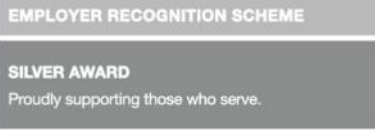
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

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.





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[Getting to The Royal Shrewsbury Hospital](#)

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