

**LONDON AMBULANCE SERVICE NHS TRUST**

**MEDICAL DIRECTORATE**

**JOB DESCRIPTION**

<b>Job Title:</b>	Clinical Data Officer
<b>Location:</b>	Clinical Audit and Research Unit; Pocock Street, London, SE1.
<b>Grade:</b>	Agenda for Change Band 5
<b>Hours:</b>	37.5 hours per week Monday to Friday.
<b>Responsible To:</b>	Assistant Head of Clinical Audit & Research
<b>Accountable To:</b>	Head of Clinical Audit and Research

**Summary of Role:**

Working in the Clinical Audit and Research Unit the Clinical Data Officer will manage one of the LAS' clinical registries through data collection, input and quality assurance. The Clinical Data Officer will be required to produce routine reports and information about clinical and operational performance that will be used by the London Ambulance Service (LAS) to inform and enhance patient care. In addition, the Clinical Data Officer will support and partake in related clinical audit and research activities as and when required.

**About the Clinical Audit & Research Unit:**

The Clinical Audit and Research Unit (CARU) is part of the Medical Directorate and is responsible for the LAS's clinical audit and research activities and programmes. Through research CARU explores new avenues for treatments and services so that the best possible care is delivered to patients. Clinical audit enables CARU to systematically monitor and review the quality of the care given by the LAS. Through the results of our clinical audit and research activities we recommend, and track the implementation of, appropriate changes to practice that are aimed at improving patient care both locally and at a national level.

**MAIN DUTIES & RESPONSIBILITIES:**

This job description gives a general outline of the post and is not intended to be inflexible or a final list of duties. It may therefore be amended from time to time in consultation with the post holder.

**Clinical Registry Management:**

- Liaise with the LAS Management Information department for the transfer of core data fields from the emergency 999 call log and patient records.

- Link and merge information where more than one record exists for each patient.
- Extract and input data into the Database from the emergency 999 call log and patient records to include clinical, performance and operational information. Interpret recorded information to determine the care that was given to patients and translate cases where documentation is readily codable.
- Trace patients in national registries and collect information on patient outcomes.
- Where necessary, liaise with hospital contacts to obtain hospital information on patient outcomes.
- Locate and collate any missing source material and records.
- Quality assure the records contained within the database by checking for accuracy of information and ensuring completeness.
- Transfer complete datasets into SPSS (Statistical Package for Social Sciences) for analysis.
- Routinely assess current use of databases and spreadsheets to see if improvements can be made in response to any changes within the LAS or in the external environment. Make such changes when appropriate.

**Provision of Information:**

- Produce routine reports for internal and external use:
  - Undertake detailed analysis of the data and represent the findings in the reports using graphs and charts.
  - Produce supplementary operational and clinical performance trend graphs for LAS operational managers.
  - Update reports in response to feedback from internal and external parties.
- Produce the Annual Report working with the Assistant Head of Clinical Audit and Research.
- Write articles for publication in popular media, such as magazines and newsletters.
- Present data findings at meetings and to both internal and external audiences at meetings, seminars and conferences.
- Provide ad-hoc information as requested to relevant bodies including NHS England, Department of Health, LAS Commissioners and the Care Quality Commission.
- Investigate enquiries from staff and external customers providing assistance and advice as required.

**Clinical Audit and Research:**

- Supply data for research projects including those conducted by the LAS and those run in collaboration with external partners.
- Undertake snapshot clinical audits to include data collection, analysis and report writing.
- Assist on other clinical audit and research projects, as necessary. Tasks may include data inputting, sending out information, and travelling to hospitals and other LAS sites to collect data.
- Contribute and prepare data for national and regional audits by:
  - Transferring information into national databases.
  - Ensuring that the data contributed are accurate.

- Ensuring that submission deadlines are met.
- Contribute to the writing and layout of promotional materials for completed research and audit reports, such as posters and newsletters.

**Record Keeping:**

- Organise and file complete datasets to ensure ease of future retrieval.
- Ensure that records necessary to maintain the Database, such as process documentation and contact lists are accurate and up to date.
- Maintain data security and confidentiality adhering to relevant policy and procedures such as the Data Protection Act.

**Administrative Support:**

- Provide administrative support to related audit & research meetings: assist with the distribution of relevant paperwork to members and take and transcribe minutes.

**Promotion of an Evidence-Based Culture at the LAS:**

- Assist in the collation of information for LAS newsletters, such as the CARU Bulletin, that are distributed both within the LAS and externally.
- Contribute to other activities aimed at developing an evidenced based culture within the LAS, such as the bi-monthly CARU Events.
- Actively promote the work of the Clinical Audit & Research Unit within the LAS, and contribute to activities which increase effective operational input into clinical audit and research at the LAS.

**Other Responsibilities:**

- The post holder must be aware of the responsibilities placed upon them under the Health and Safety at Work etc Act 1974 to ensure that agreed procedures are carried out and that a safe working environment is maintained for patients, visitors and employees.
- The post holder must be aware of the responsibilities placed upon them under equalities legislation and the Trust's diversity policies and ensure that they foster an environment in which difference is valued.
- The post holder must be aware of and uphold the Trust's values.
- The post holder would be required to take responsibility for their own Personal Development Review (PDP) and engage in appropriate learning and development interventions and opportunities that underpin the demands of the role, internally and externally.
- Any other duties commensurate with the grade and in line with the requirement of this post

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**PERSON SPECIFICATION**

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**LOCATION:** Clinical Audit and Research Unit, London SE1

Listed below are the key requirements needed to perform this job. Candidates will be assessed against these criteria.

**EDUCATION AND EXPERIENCE**

**Essential**

- Undergraduate degree in a relevant area (science or social science) or evidence of academic ability to this level. (A)
- Experience of working with large complex computerised data sets. (A/I)

**Desirable**

- Some basic clinical knowledge and/or knowledge of medical terminology acquired through work based training. (A)

**KNOWLEDGE, SKILLS AND ABILITIES**

**Essential**

- Computer literacy:
  - Experience and knowledge of the computer package MS Access to intermediate level. Able to design and make changes to the database and develop queries. (A/I/T).
  - Demonstrable working knowledge of computer packages including MS Excel, Word, PowerPoint and Outlook. (A/I/T).
  - Working knowledge of computer packages to analyse data (such as MS Excel or SPSS (Statistical Package for Social Sciences)). (A/I/T)
  - Good level of keyboard skills that include the ability to enter information accurately and quickly. (T)
- Basic statistical skills; able to compute and interpret frequencies, distributions, percentages and display these as graphs and charts. (A/I/T)
- Organisational and Planning Skills:
  - Good time management and prioritisation skills with the ability to plan ahead to meet tight deadlines without compromising standards. (A/I/T)
  - Able to arrange meetings and co-ordinate attendance. (T)
  - Positive attitude and flexible approach to work; able to respond to changing demands by re-organising tasks as appropriate. (I)
  - Able to use own initiative when working with minimum supervision whilst reporting to line manager on the progress of given tasks and activities within an agreed plan. (I)
- Able to work independently whilst remaining a cohesive team member. (I)
- Able to deal confidentially with personal and sensitive information. (I)

- Able to adhere to set guidelines and procedures. (I)
- A high level of attention to detail and accuracy; able to maintain a high degree of concentration for long periods of time. (I)
- Able to make clear informed decisions based on the information at hand, by making comparisons and referring to appropriate sources. (I/T)
- Able to communicate clearly and professionally both orally and written with a wide range of people including internal and external agencies.
  - Professional telephone manner; able to provide information and communicate orally in a clear and concise way. (A)
  - Able to write formal and professional letters, e-mails and faxes. (T)
  - Able to write clear and concise reports that summarise information whilst retaining meaning. (A/I/T)
  - Able to deliver formal and informal professional presentations. (A/I)
  - Able to use persuasion and negotiation skills to agree timetables for the delivery of information with other LAS departments and partners from other organisations. (I)

#### **OTHER REQUIREMENTS / ATTRIBUTES**

- Self disciplined and highly motivated, committed to producing high quality work. (I)
- Able to remain emotionally resilient despite frequent exposure to distressing information contained within ambulance service and hospital patients records. (I)
- Committed to the promotion of evidence based practice in patient care. (I)
- Able to travel throughout the LAS area. (I)
- Reliable employment record with a low level of absence due to sickness in the last two years. (A)
- Understanding of, and demonstrable commitment to, equal opportunities both as an employee and a provider of public services. (I)
- No current or pending disciplinary sanctions. (A/I)
- Positive attitude towards learning and development demonstrated by a record of continuing professional development. (I)

A = assessed at application stage; I = assessed at interview; T = assessed at the assessment.

[31/05/17]