



Grovelands Medical Centre

JOB DESCRIPTION

POST:	Data and IT Manager
REPORTS TO:	Practice Manager
TENURE:	Permanent
HOURS:	37.5 Hours per week Flexible, Mondays to Fridays
HOLIDAYS:	25 days per calendar year pro rata + 8 public holidays pro rata

MAIN RESPONSIBILITY OF THE POST

To deliver proactive, timely and fully comprehensive data collation, analysis and reporting, to optimise practice income and to also provide clinicians and management with necessary data. Working with the clinical and non-clinical team to manage national and local contracts. To work unsupervised and use initiative, resourcefulness, and lead in order to ensure timely and complete data reporting. First-line IT support, in liaison with our IT subcontractor.

ACCOUNTABILITY

The post holder reports to the practice manager, assistant practice manager and partners.

- The post holder will be part of a small team, but usually requires to work alone which requires a high level of initiative and decision making within agreed parameters.

KEY RESULT AREAS

1. Administration

Undertake all necessary contract administration to ensure that the Practice maximises its income from the Quality and Outcomes Framework (QOF), enhanced services and local contracts.

To ensure that all QOF records are accurate, up-to-date and made available to clinicians as needed.

To be involved in the same for all income-generating activities, e.g. NHS contract, enhanced services, local contracts ect

- Maintain the monthly and quarterly combined recalls.
- Maintain and update Emis Web coding relating to contractual indicators.
- Maintain and update call/recalls and call list for reception and administration staff.
- Ensure that appropriate correspondence, reports, results etc are recorded, actioned and stored in accordance with Practice protocol and the Data Protection Act.

- Respond to requests for QOF updates and other contracts from clinicians.
- Keep up to date with changes to QOF, enhanced services and PMS contract as required.
- Liaise with NHS England, HSCIC, CES, Reading and Bracknell Borough Council and all relevant parties.

2. Information Technology

Follow a variety of clinical administrative processes through to completion

- Optimise tools in IT systems to generate proactive and useful data, as well as report data using Emis, IPA, etc.
- Input patient data to, and access patient data from, the Practice's IT systems in accordance with Practice protocol.
- Update practice social media to reflect relevant information to patient
- Be aware of and effectively utilise, clinical systems protocols.

3. Data Management

Operate systems and processes that support the Practice's NHS contract, enhanced services and QOF achievement.

- Defining, setting up and running EMIS Web data extraction searches and audits.
- Maintaining and running recall schedules.
- Proving recall instructions to others.
- Communicating with clinicians on deadlines for activity.
- Arrange and attend practice QOF and Enhanced services meetings, recording progress and actions.
- Produce Action Plan for all service specifications and contracts
- Highlighting areas for improvement.
- Ensuring EMIS Web clinical data input meets coding requirements. Audits same, highlighting areas for improvement and relevant action.
- Setting up new clinical templates to support clinicians.
- Amending template letters and corresponding coding requirements.

4. Data Claiming and Reporting

Submit accurate data claims within deadlines.

- Ensure all contract and enhanced services payment claims are submitted appropriately, extracting and formatting data as required.
- Where data for claims are remotely extracted, ensure these accurately reflect the Practice's achievements.
- Ensure all searches and reports are reviewed prior to submission in timely manner

Monitoring and reporting Progress Against Targets

- Proactively monitoring progress against targets.
- Identifying and escalating areas of concern and suggesting improvements/actions.
- Providing progress updates on a regular basis.

- Generate Action Plan to indicate outstanding work
- Preparing and producing activity reports.

5. Data Interpretation

Support the management team to interpret NHS requirement for Practice performance data and ensure the capture of such data is integrated into working practices and protocols.

- Implementation of specifications for services and reporting, with particular reference to accurate SNOMED coding
- Analyse data input templates and ensure they are adjusted accordingly.

6. Data Analysis and Quality

Administer the Practice's data management systems in line with the NHS contract, QOF and Enhanced Services Specifications.

- Coding data.
- Improving data quality.
- Identifying missing or inconsistent data.
- Investigating errors and ensuring data is amended.
- Liaising with clinicians.
- Reporting areas for improvements to management.
- Understanding the rules that govern data extracts and targets.

Carry out data validation reports.

- Analysing data from clinical systems including EMIS Web, CQRS, Imms.
- Identifying inconsistencies and highlighting areas that require action.
- Carrying out regular and ad hoc data quality checks.
- Presenting results to management and partners.
- Identifying areas of concern and themes and suggesting potential solutions.

Manage systems and processes to ensure high quality data in patient records.

- Accurate, timely input of data and attachment of clinical documents.
- Use of tools such as EMIS Web and IPA to identify areas requiring intervention.
- Ensure computer-based templates and protocols support achievement of quality data.
- Identify and support the development of administrative protocols.

7. Ad Hoc Tasks

To undertake ad hoc data, information management and IT tasks as required.

8. Team Work

Act as a useful member of the Primary Care Health Team.

- Provide support to the Practice Manager and clinicians to ensure the efficient discharge of all duties as required.

- Have a responsible and flexible approach to duties and availability.
- Participate actively in training, meetings, Practice and personal development.
- Train clinicians and non-clinicians on new or altered templates

9. Self

Establish and maintain high-level standards and expectations for performance. Be constantly aware of what is the best use of own time; manage interruptions effectively.

- Work effectively with clinicians, management and peers.
- Act with integrity.
- Actively participate in training and development opportunities.
- Represent the Practice to the highest standards.

This job description is by no means restricted. Variations and additions may occur and your agreement should not be unreasonably withheld.

The Practice has a multi-functional team, and the job holder will be expected to undertake tasks outside of the role on an ad hoc basis.