

## Unit 223

## Working in the National Health Service

<b>UAN:</b>	<b>D/505/1248</b>
<b>Level:</b>	2
<b>Credit value:</b>	9
<b>GLH:</b>	57
<b>Aim:</b>	<p>The aim of this unit is to provide the learner with the knowledge and understanding to enable them to work as a medical receptionist/administrator within a range of medical environments.</p> <p>It will provide them with a basic knowledge of the structure of National Health Service and an understanding of health and safety, employment legislation and the principles of data protection. They will also develop an understanding of the appraisal process within the healthcare sector and the importance of personal development. They will gain an understanding of patients' rights and of the administrator's role in the complaints process.</p>

<b>Learning outcome</b>
The learner will: 1. understand the structure of the NHS
<b>Assessment criteria</b>
The learner can: 1.1 identify the current organisations that form the structure of the National Health Service.

<b>Learning outcome</b>
The learner will: 2. understand primary and secondary care
<b>Assessment criteria</b>
The learner can: 2.1 describe the services available from <b>key primary care providers</b> 2.2 identify <b>key staff</b> employed in the NHS 2.3 describe the job roles of <b>key staff</b> employed in the NHS 2.4 describe the services provided by the <b>key departments</b> in secondary care.

<b>Range</b>
<p><b>Key primary care providers</b> General Practitioners, Pharmacists, Opticians, Dentists, NHS Direct (England/Wales), NHS 24 (Scotland), NHS Walk-In Centres</p> <p><b>Key staff</b> (Primary) GP, Practice Nurse, Community/District Nurse, Midwife, Practice Manager, Secretaries, Receptionists. (Secondary) Consultant, Registrar, Junior Doctor, Sister/Charge Nurse, Staff Nurse, general Nurse, Physiotherapist, Occupational Therapist, Radiographer, administrative staff</p> <p><b>Key departments</b> Radiology, Oncology, Orthopaedics, Cardiology, Accident and Emergency (A&amp;E), Gastroenterology</p>

<b>Learning outcome</b>
The learner will: 3. understand community based social care
<b>Assessment criteria</b>
The learner can: 3.1 identify the various types of <b>community based social care</b> 3.2 identify the range of <b>people</b> who could benefit from social care 3.3 describe the role of the <b>key professionals</b> who provide social care.

<b>Range</b>
<p><b>Community based social care</b> Care homes, sheltered accommodation, residential homes, community care workers</p> <p><b>People</b> Families and children, adolescents, disabled, elderly, drug offenders, youth offenders, asylum seekers, adults and children with mental health problems</p> <p><b>Professionals</b> Social Workers, Community Psychiatric Nurse (CPN), Support Workers</p>

<b>Learning outcome</b>
The learner will: 4. understand key workplace legislation regarding employment
<b>Assessment criteria</b>
The learner can: 4.1 state the purpose of a written contract of employment 4.2 identify the terms of a written contract of employment 4.3 explain the current discrimination legislation 4.4 describe the workplace <b>grievance procedure</b> 4.5 identify possible <b>grounds</b> for a workplace grievance.

<b>Range</b>
<p><b>Grievance procedure</b>  Informal/formal complaint to manager, discussion, investigation, written complaint, role of HR, conciliation</p> <p><b>Grounds</b>  Discrimination, bullying, harassment</p>

<b>Learning outcome</b>
The learner will: 5. understand the importance of personal development in the workplace
<b>Assessment criteria</b>
The learner can: 5.1 explain the <b>Personal Development Review</b> (PDR) process 5.2 explain the purpose of continuous professional development (CPD) 5.3 describe the <b>ways</b> in which the NHS employee can enhance their skills in the workplace.

<b>Range</b>
<p><b>Personal development review</b>  A joint review between the employee and their line manager and constructive feedback will be delivered. Training needs will be identified. Yearly review process which both the employee and manager need to prepare for.</p> <p><b>Ways</b>  Internal training courses, secondments, mentoring and coaching</p>

<b>Learning outcome</b>
The learner will: 6. understand how to maintain health and safety in the workplace
<b>Assessment criteria</b>
The learner can: 6.1 outline the current health and safety <b>legislation</b> 6.2 describe how to maintain a safe working environment.

<b>Range</b>
<p><b>Legislation</b>  HASAWA, RIDDOR, Health &amp; Safety (Display screen equipment) Regulations, COSHH</p>

**Learning outcome**

The learner will:

7. understand how to maintain and protect the rights of the patient

**Assessment criteria**

The learner can:

- 7.1 identify key **patient rights**
- 7.2 explain types of **consent**
- 7.3 outline the current **legislation and regulations** governing patient confidentiality
- 7.4 explain how to maintain patient confidentiality
- 7.5 identify consequences of breaching patient confidentiality
- 7.6 describe the current NHS complaints procedure
- 7.7 explain the role of the administrator in dealing with the complaints.

**Range****Patients' rights**

As outlined in the NHS Constitution

**Consent**

Express consent - written consent for all major diagnostic procedures

Implied consent - by presenting oneself at a surgery or outpatient department implies that one is agreeable to examination

Informed consent – patient must have a clear understanding of the facts and the implications of going ahead with (or not) the treatment/procedure

**Legislation and regulations**

Data Protection Act 1998

Caldicott Guidelines

Freedom of Information Act 2000

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## Supporting information

### **Guidance**

#### **Learning outcome 4**

Terms and purpose of a written contract of employment

- Commencement
- Term
- Job title and duties
- Place of work
- Hours of work
- Pay
- Holiday entitlement
- Pension
- Sickness absence
- Termination of contract
- Notice periods on both sides
- Disciplinary, dismissal and grievance procedures

The purpose of the contract is to protect the employee and the employer, the employee is entitled to a written contract of employment within two months of starting work