

"When I started, I was a relatively shy and quiet individual, and am amazed at how far I have come in a relatively short space of time."

Whilst completing her A Levels, Samantha decided that university wasn't for her and was encouraged by her parents to look into an apprenticeship. She decided to apply for the pilot health [informatics](#) ^[1] course.

Sam Hodge

Information quality clerical officer

Employer or university

The Royal Liverpool and Broadgreen University Hospitals Trust

Salary range



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**How I got into
the role**

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collapse**

I decided to go down the apprenticeship route as they allow you to earn, learn and gain practical experience in the workplace.

Following some research, I found the Business Administration Course, which I applied for. I was then contacted about a pilot health [informatics](#) ^[1] course, and asked if I was interested in applying. I had never heard of the term health [informatics](#) ^[1] but I was intrigued by the prospect of working for the NHS.

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What I do

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My daily duties include monitoring patient information on the trust's administrative systems, and amending any errors in a timely manner to ensure patient care is not compromised. I also handle telephone calls, read and respond to emails, open and redirect mail and file manual and electronic records.

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Career plans

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collapse**

As an apprentice, I am at the bottom of the career framework, which is an incentive for me, as I know there is room to further my career. As a result of my health [informatics](#) ^[1] apprenticeship, I recently gained full-time employment on my placement. When I started, I was a relatively shy and quiet individual, and am amazed at how far I have come in a relatively short space of time. Working and learning in a supportive and encouraging environment has really boosted my confidence and I feel that my colleagues have really helped me to challenge myself and do things out of my comfort zone, such as giving a speech as part of a National Apprenticeship Week event and even doing a live radio interview.

Source URL:<https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/health-records-and-patient-administration/real-life-story-sam-hodge>

Links

[1] <https://www.healthcareers.nhs.uk/glossary#Informatics>