

Real-life story - Sam Hodge

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 course.



Sam Hodge Information quality clerical officer

Employer or university The Royal Liverpool and Broadgreen University Hospitals Trust

Salary range 10k

How I got into the role

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.

What I do

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.

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.

Career plans

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>