

# Compare roles in health

Not sure where to start with the hundreds of NHS careers? Use our compare roles section to get bite-size information on the entry requirements and training, pay and conditions, prospects and skills needed of up to three roles. If there is something that you think you could do, then get more in-depth information on the role.

Don't forget, you can also save your role comparisons by registering with us.

## • **Health records and patient administration** <sup>[1]</sup>

Health records and patient administration staff collate, store and retrieve records used in the diagnosis and treatment of patients.

### Training and qualifications required

It is possible to start in an entry-level post without formal qualifications, but GCSEs or equivalent qualifications are an advantage. Apprenticeships in health informatics are also available. For more senior roles, a degree or equivalent experience might be needed. Some roles may also need an industry qualification such as the Institute of Health Records and Information Management (IHRIM) certificate or diploma. The NHS Graduate Management Training Scheme also has a health informatics strand for graduates with relevant degrees.

### Expected working hours and salary range

Most education and training jobs in the NHS are covered by Agenda for Change (AfC) pay scales. This pay system covers all staff except doctors, dentists and the most senior managers. ICT staff in the NHS will usually work standard hours of 37.5 per week. Terms and conditions for non-NHS employers and contractors will vary.

### Desirable skills and values

Good communication and team working skills are needed for all roles within health records and patient administration roles. Many roles will also require attention to detail as well as good presentation, IT and organisational skills. You'll also need to have strong influencing skills and show political awareness and sensitivity, as health is a complex system. You'll need to be enthusiastic, and be able to work under pressure on your own initiative.

### Prospects

There are opportunities to progress your career into senior management roles. Most NHS organisations will now have chief information officers who lead the delivery of knowledge management systems locally. The NHS has also developed training and courses to support you through your career. Many of these will count towards your continuing professional development and may lead to a formal professional qualification.

## Related roles

- [Knowledge and library services](#) [2]
- [Emergency care assistant](#) [3]
- [Clinical informatics](#) [4]
- [Health records staff](#) [5]

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## Links

[1] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/health-records-and-patient-administration> [2] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/knowledge-and-library-services> [3] <https://www.healthcareers.nhs.uk/explore-roles/ambulance-service-team/roles-ambulance-service/emergency-care-assistant> [4] <https://www.healthcareers.nhs.uk/explore-roles/explore-roles/health-informatics/health-informatics/roles-health-informatics/roles-health-informatics/clinical-informatics/clinical> [5] <https://www.healthcareers.nhs.uk/Explore-roles/wider-healthcare-team/roles-wider-healthcare-team/health-records-staff>