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Health records and patient administration

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

This page has information on the roles available in health records and patient administration with links to further information.

Working life

Health professionals need access to vital information at a moment's notice. This makes health records and patient administrators crucial to the delivery of healthcare. They are also responsible for promoting and supporting the effective use of data, information, knowledge and technology within their organisation.

Health records staff

Roles in health records and patient administration

Explore some of the roles in health records and patient administration:

Apprenticeships logo

- health records assistant
- health records manager
- medical summariser
- patient administrative team leader
- · waiting list co-ordinator

Health records assistant

A health records assistant undertakes routine administrative work in relation to health records. The role is likely to include:

- locating, retrieving, tracking and delivering patients' health records and case notes
- maintaining patient records and case notes
- · participating in audits of patient records

Health records manager

A health records manager is responsible for the overall management of a department's health records service. The role is likely to include:

- communicating and neogtiating contentious issues with senior management and clinical staff
- ensuring a high-quality service
- providing advice and guidance to a range of people on all aspects of legislation relating to health records

?Medical summariser

A medical summariser summarises all medical notes and letters. This provides healthcare professionals with an accurate, easily accessible electronic summary of a patient's medical history. This could be crucial information in an emergency situation. The role is likely to involve:

- extracting information from patients' notes and entering them on to a computer programme
- displaying any significant medical problems prominently so it is obvious to any healthcare professional using the record.

Patient administrative team leader

A patient administration team leader is responsible for a small team of administration staff. This role is likely to involve:

- maintaining and developing patient administration systems, including appointment systems, referrals and record keeping
- acting as a point of contact for members of the public, clinical staff and other individuals
- assisting in training individuals to use patient information systems

Waiting list co-ordinator

A waiting list coordinator completes and maintains the accuracy of waiting lists and plans patient activity to minimise waiting times and the ensure the best use of resources. This role is likely to involve:

- monitoring waiting lists and ensuring they are accurate and complete
- implementing and maintaining a system to monitor waiting times
- identifying changes in demand for particular services
- developing and monitoring plans to improve practice
- contributing to improving the quality and overall management of the waiting list
- · providing weekly statistical information and reports on performance

Want to learn more?

- Find out more about the entry requirements for health records and patient administration
- Find out more about the training and development opportunities in health records and patient administration [2]

Pay and conditions

Most education and training jobs in the NHS are covered by <u>Agenda for Change</u> [3] (<u>AfC</u> [4]) 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.

Where the role can lead

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. Find out more about the training and development opportunities [2].

Job market and vacancies

If you're applying for a role either directly in the NHS or in an organisation that provides NHS services, you'll be asked to show how you think the values of the NHS Constitution [5] apply in your everyday work.

Find out more about NHS values [6].

Most NHS organisations advertise their job and apprenticeship vacancies on NHS Jobs [7]. You can find some of the current vacancies below.

Find a vacancy

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Waiting List Clerk

Dewsbury, WF13 4HS

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

The Mid Yorkshire Teaching NHS Trust

Apply now on NHS Jobs for Waiting List Clerk job (opens in a new window) [8]

Endoscopy Waiting list Coordinator

Taunton, TA1 4DY

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Somerset NHS Foundation Trust

Apply now on NHS Jobs for Endoscopy Waiting list Coordinator job (opens in a new window) [9]

Care Co-ordinator / Medical Receptionist

Grimsby, DN31 1QZ

Salary:

£12.20 to £12.60

Type:

Permanent

Employer:

Pelham Medical Group

Apply now on NHS Jobs for Care Co-ordinator / Medical Receptionist job (opens in a new window) [10]

Medical Education Co-ordinator

Slough, SL2 4HL

Salary:

£12313.00 to £13513.00

Type:

Permanent

Employer:

Frimley Health NHS Foundation Trust

Apply now on NHS Jobs for Medical Education Co-ordinator job (opens in a new window) [11]

Medical Receptionist Care Co-ordinator

Keighley, BD21 2JH Keighley, BD21 2EA

Salary:

£12.23

Type:

Fixed-Term

Employer:

Ling House Medical Centre

Apply now on NHS Jobs for Medical Receptionist Care Co-ordinator job (opens in a new window) [12]

Medical Secretary/MDT Co-ordinator

Gateshead, NE9 6SX

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Gateshead Health NHS Foundation Trust

Apply now on NHS Jobs for Medical Secretary/MDT Co-ordinator job (opens in a new window) [13]

Mental Health Act Co-ordinator

Maidstone, ME16 9PH

Salary:

£31049.00 to £37796.00

Type:

Permanent

Employer:

Kent & Medway NHS & Social Care Partnership Trust

Apply now on NHS Jobs for Mental Health Act Co-ordinator job (opens in a new window) [14]

Admin Co-ordinator - Health Visiting

Lymington, SO41 0JD

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

<u>Apply now on NHS Jobs for Admin Co-ordinator - Health Visiting job (opens in a new window)</u>

[15]

Medical Notes Summariser

Isleworth, TW7 4HQ

Salary:

£16.00

Type:

Locum

Employer:

Spring Grove Medical Practice

Apply now on NHS Jobs for Medical Notes Summariser job (opens in a new window) [16]

Band 4 Health & Safety Co-ordinator

Birmingham, B13 8QY

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Birmingham and Solihull Mental Health NHS Foundation Trust Apply now on NHS Jobs for Band 4 Health & Safety Co-ordinator job (opens in a new window) [17]

Care Co-Ordinator/Mental Health Practitioner (CMHT)

Andover, SP10 3QX

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

<u>Apply now on NHS Jobs for Care Co-Ordinator/Mental Health Practitioner (CMHT)</u>

<u>job (opens in a new window)</u> [18]

Care Co-ordinator/Administrator (NHS Health Checks)

Bridgwater, TA6 7AS

Salary:

Negotiable

Permanent

Employer:

Bridgwater Bay Primary Care Network

Apply now on NHS Jobs for Care Co-ordinator/Administrator (NHS Health Checks)

job (opens in a new window) [19]

Co-ordinator

Plymouth, PL4 7QD

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Livewell Southwest

Apply now on NHS Jobs for Co-ordinator job (opens in a new window) [20]

Activities Co-Ordinator

Westerhope, NE5 5HQ

Salary:

£25000.00 to £30000.00

Type:

Permanent

Employer:

Akari Care Limited

Apply now on NHS Jobs for Activities Co-Ordinator job (opens in a new window)

Activity Co-ordinator

Clacton on Sea, CO15 1LH

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Essex Partnership University NHS Foundation Trust

Apply now on NHS Jobs for Activity Co-ordinator job (opens in a new window) [22]

Referral Co-ordinator

Wokingham, RG41 2RE

Salary:

£26240.00 to £27928.00

Permanent

Employer:

Berkshire Healthcare Foundation Trust

Apply now on NHS Jobs for Referral Co-ordinator job (opens in a new window) [23]

Materials Co-Ordinator

Leeds, LS1 3EB

Salary:

Negotiable

Type:

Permanent

Employer:

Nuffield Health

Apply now on NHS Jobs for Materials Co-Ordinator job (opens in a new window)

[24

Admissions Co-ordinator

Worthing, BN11 2DH

Salary:

£24937.00 to £30162.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

Apply now on NHS Jobs for Admissions Co-ordinator job (opens in a new window)

[25]

Admissions Co-Ordinator

Haywards Heath, RH16 4EX

Salary:

£24937.00 to £30162.00

Type:

Permanent

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

Apply now on NHS Jobs for Admissions Co-Ordinator job (opens in a new window)

[26]

Service Co-ordinator

Sheffield, S10 2SF

Salary:

£31049.00 to £37796.00

Type:
Permanent
Employer:
Sheffield Teaching Hospitals NHS Foundation Trust
Apply now on NHS Jobs for Service Co-ordinator job (opens in a new window) [27]

Care Co-ordinator

Nottingham, NG2 6PS

Salary:

£24638.00

Type:

Permanent

Employer:

PartnersHealth

Apply now on NHS Jobs for Care Co-ordinator job (opens in a new window) [28]

Care Co-Ordinator

Ipswich, IP5 1JF

Salary:

Negotiable

Type:

Permanent

Employer:

The Birches Medical Centre

Apply now on NHS Jobs for Care Co-Ordinator job (opens in a new window) [29]

Activities Co-Ordinator

Gateshead, NE9 6RL

Salary:

£12.26

Type:

Permanent

Employer:

Akari Care Limited

Apply now on NHS Jobs for Activities Co-Ordinator job (opens in a new window)
[30]

Activities Co-ordinator

Thatcham, RG19 8ET

Salary:

£25500.00

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Permanent
  Employer:
       Elysium Healthcare
  Apply now on NHS Jobs for Activities Co-ordinator job (opens in a new window) [31]

    Patient Co-ordinator

  Leeds, LS7 4BB
  Salary:
       £12.21
  Type:
       Permanent
  Employer:
       Chapeltown Family Surgery
  Apply now on NHS Jobs for Patient Co-ordinator job (opens in a new window) [32]
Care Co-ordinator
  Halesworth, IP19 8SG
  Salary:
       Negotiable
  Type:
       Permanent
  Employer:
       South Waveney Alliance Primary Care Network
  Apply now on NHS Jobs for Care Co-ordinator job (opens in a new window) [33]

    Activities Co-ordinator

  St Peter, JE3 7HQ
  Salary:
       £14.15
  Type:
       Permanent
  Employer:
       Aria Care
  Apply now on NHS Jobs for Activities Co-ordinator job (opens in a new window) [34]

    Activities Co-Ordinator

  Rhyl, LL18 4DT
  Salary:
       £25000.00 to £30000.00
  Type:
       Permanent
  Employer:
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Recreational co-ordinator

Chesterfield, S44 5BL

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

Derbyshire Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Recreational co-ordinator job (opens in a new window)

[36]

Activity Co-ordinator

Basildon, SS16 5NL

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Essex Partnership University NHS Foundation Trust

Apply now on NHS Jobs for Activity Co-ordinator job (opens in a new window) [37]

Activities Co-ordinator

Chipping Campden, GL55 6DR

Salary:

£12.21

Type:

Permanent

Employer:

Aria Care

Apply now on NHS Jobs for Activities Co-ordinator job (opens in a new window) [38]

EHCP Co-ordinator

Worcester, WR5 1JR Bromsgrove, B61 0BB Droitwich, WR9 8QU

Salary:

£27485.00 to £30162.00

Permanent

Employer:

Herefordshire and Worcestershire Health and Care NHS Trust
Apply now on NHS Jobs for EHCP Co-ordinator job (opens in a new window) [39]

Care Co-Ordinator

Grimsby, DN33 2BA

Salary:

£29970.00 to £44962.00

Type:

Permanent

Employer:

Navigo Health and Social Care CIC

Apply now on NHS Jobs for Care Co-Ordinator job (opens in a new window) [40]

Band 5 Discharge Co-ordinator (Mental Health Practitioner) -Bristol

Bristol, BS45BJ

Salary:

£31049.00 to £37796.00

Type:

Fixed-Term

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

Apply now on NHS Jobs for Band 5 Discharge Co-ordinator (Mental Health

Practitioner) - Bristol job (opens in a new window) [41]

Health Co-Ordinator for Families First Partnership Programme-Coventry

Coventry, CV1 2NJ

Salary:

£55690.00 to £62682.00

Type:

Fixed-Term

Employer:

NHS Coventry & Warwickshire Integrated Care Board

Apply now on NHS Jobs for Health Co-Ordinator for Families First Partnership

Programme-Coventry job (opens in a new window) [42]

Band 5 Discharge Co-ordinator (Mental Health Practitioner) Bristol

Bristol, BS10 5NB

Salary:

£31049.00 to £37796.00

Type:

Fixed-Term

Employer:

Avon & Wiltshire Mental Health Partnership NHS Trust

Apply now on NHS Jobs for Band 5 Discharge Co-ordinator (Mental Health

Practitioner) - Bristol job (opens in a new window) [43]

Health Records Administrator

Scunthorpe, DN15 7BH

Salary:

£24465.00

Type:

Fixed-Term

Employer:

Northern Lincolnshire and Goole NHS Foundation Trust

Apply now on NHS Jobs for Health Records Administrator job (opens in a new window) [44]

Health Records Clerk

Brighton, BN2 0DF

Salary:

£24465.00

Type:

Fixed-Term

Employer:

University Hospitals Sussex NHS Foundation Trust (279)

Apply now on NHS Jobs for Health Records Clerk job (opens in a new window) [45]

Cancer MDT Co-ordinator

Harrow, HA1 3UJ

Salary:

£32199.00 to £34876.00

Type:

Permanent

Employer:

London North West University Healthcare NHS Trust

Apply now on NHS Jobs for Cancer MDT Co-ordinator job (opens in a new window)

[46]

Therapeutic Activities Co-ordinator

Manchester, M41 5SL

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Manchester University NHS Foundation Trust

Apply now on NHS Jobs for Therapeutic Activities Co-ordinator job (opens in a new window) [47]

Therapeutic Activities Co-ordinator

Manchester, M41 5SL

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Manchester University NHS Foundation Trust

Apply now on NHS Jobs for Therapeutic Activities Co-ordinator job (opens in a new window) [47]

Patient Services Co-ordinator

Bognor Regis, PO22 9TD

Salary:

£12.58

Type:

Permanent

Employer:

Bersted Green Surgery

Apply now on NHS Jobs for Patient Services Co-ordinator job (opens in a new window) [48]

PPT Senior Co-ordinator

Colchester, CO3 4DB

Salary:

£37338.00 to £44962.00

Type:

Fixed-Term

Employer:

Hertfordshire Partnership University NHS Foundation Trust

Apply now on NHS Jobs for PPT Senior Co-ordinator job (opens in a new window)

[49]

Vehicle Commissioning Co-ordinator

Alfreton, DE55 7RG

Salary:

£27485.00 to £30162.00

Type:

Permanent

Employer:

East Midlands Ambulance Service NHS Trust

Apply now on NHS Jobs for Vehicle Commissioning Co-ordinator job (opens in a new window) [50]

Cancer Data Co-ordinator

North Shields, NE29 8NH

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

Northumbria Healthcare NHS Foundation Trust

Apply now on NHS Jobs for Cancer Data Co-ordinator job (opens in a new window)

Undergraduate Administrator / Co-ordinator

Wirral, CH49 5PE

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

Wirral University Teaching Hospitals NHS Trust

Apply now on NHS Jobs for Undergraduate Administrator / Co-ordinator job (opens in a new window) [52]

Administrative Co-ordinator (XN03)

Leeds, LS9 7TF

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Leeds Teaching Hospitals

Apply now on NHS Jobs for Administrative Co-ordinator (XN03) job (opens in a new window) [53]

o Foundation Programme Co-ordinator

Llanelli, SA14 8QF

Salary:

£27898.00 to £30615.00

Type:

Permanent

Employer:

Hywel Dda University Health Board

Apply now on NHS Jobs for Foundation Programme Co-ordinator job (opens in a new window) [54]

Supply Chain Co-ordinator

Worcester, WR5 1DD Redditch, B987UB

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Worcestershire Acute Hospitals NHS Trust

Apply now on NHS Jobs for Supply Chain Co-ordinator job (opens in a new window) [55]

Patient Pathway Co-ordinator

Sutton in Ashfield, NG17 4JL

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Sherwood Forest Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Patient Pathway Co-ordinator job (opens in a new window) [56]

PCN Safeguarding Co-ordinator

Braunton, EX33 1LR Ilfracombe, EX34 8EG South Molton, EX36 3BZ

Salary:

£12.50 to £15.00

Type:

Permanent

Employer:

North Devon Coastal Primary Care Network

Apply now on NHS Jobs for PCN Safeguarding Co-ordinator job (opens in a new window) [57]

Resource Scheduling Co-Ordinator

NEWCASTLE UPON TYNE, NE15 8NY

Salary:

£24071.00 to £25674.00

Type:

Permanent

Employer:

North East Ambulance Service NHS Foundation Trust

Apply now on NHS Jobs for Resource Scheduling Co-Ordinator job (opens in a new window) [58]

Patient Pathway Co-ordinator

King's Lynn, PE30 4ET

Salary:

£24937.00 to £26598.00

Type:

Fixed-Term

Employer:

The Queen Elizabeth Hospital King's Lynn NHSFT

Apply now on NHS Jobs for Patient Pathway Co-ordinator job (opens in a new window) [59]

Radiotherapy Scheduling Co-Ordinator

Oxford, OX3 7LE

Salary:

£24937.00 to £26598.00

Type:

Permanent

Employer:

Oxford University Hospitals NHS Foundation Trust

Apply now on NHS Jobs for Radiotherapy Scheduling Co-Ordinator job (opens in a new window) [60]

Patient Flow Co-ordinator

Bristol, BS2 8HW

Salary:

£24625.00 to £25674.00

Type:

Permanent

Employer:

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW)

<u>Apply now on NHS Jobs for Patient Flow Co-ordinator job (opens in a new window)</u>

[61]

Labour Ward Co-ordinator

Ashton-under-Lyne, OL6 9RW

Salary:

£47810.00 to £54710.00

Type:

Permanent

Employer:

Tameside and Glossop Integrated Care NHS Foundation Trust Apply now on NHS Jobs for Labour Ward Co-ordinator job (opens in a new window) [62]

Private Patient Co-Ordinator

Rotherham, S65 2AJ

Salary:

Negotiable

Type:

Permanent

Employer:

Kinvara Private Hospital

Apply now on NHS Jobs for Private Patient Co-Ordinator job (opens in a new window) [63]

PACCT Clinic Co-ordinator

Newport, NP20 2UB

Salary:

£25313.00 to £26999.00

Type:

Permanent

Employer:

Aneurin Bevan University Health Board

Apply now on NHS Jobs for PACCT Clinic Co-ordinator job (opens in a new window) [64]

Community Care Co-ordinator

Bradford, BD18 3BP

Salary:

£38682.00 to £46580.00

Type:

Permanent

Employer:

Bradford District Care NHS Foundation Trust

Apply now on NHS Jobs for Community Care Co-ordinator job (opens in a new window) [65]

Health Records Administrator

Scunthorpe, DN15 7BH

Salary:

£24465.00

Type:

Fixed-Term

Employer:

Northern Lincolnshire and Goole NHS Foundation Trust

Apply now on NHS Jobs for Health Records Administrator job (opens in a new window) [44]

Further information

- Faculty of Clinical Informatics [66]
- Institute of health records and information management [67]
- Federation for Informatics Professionals [68]

Other roles that may interest you

- Knowledge and library services [69]
- Emergency care assistant [70]
- Health records staff [71]
- Patient Transport Service PTS call handler [72]

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