

Information management staff

Information management is the retrieval, analysis, interpretation and presentation of health data and information. This enables the planning, improvement and delivery of patient services and care.

This page has information on the roles available in information management and links to further information.

Working life

Understanding how patient data is generated and captured by health professionals is just as important as the analysis itself. This means clinical audit [1], data protection and patient confidentiality are all crucial areas for information management staff in health organisations.

Information management staff are also able to encourage evidence-based practice, measure performance and improve access to patient records through their work.

"Knowing the data we create plays an important part in improving patient care is the best bit of the job for me." Michael Jones, a coded data and standards assurance audit specialist

Read Michael's story in full [2]



Roles in information management

Explore some of the roles in information management:



- audit facilitator
- information analyst
- clinical coding roles
- clinical audit roles
- information governance
- planning and performance management

Audit facilitator

Audit facilitators analyse patient information to see whether or not types of treatment being provided by a health organisation are effective. These staff may work in a particular specialty, such as mental health or renal dialysis, and analyse the cost benefit of a treatment.

Information analyst

Information analysts are usually statisticians who help managers and healthcare professionals to plan service

and improve performance by measuring trends in delivery and performance, for example a population's health needs or hospital waiting times. Analysts in health organisations, such as NHS trusts, constantly review patient care as well as the staff and resources at the trust's disposal. They do this through monitoring activity data and formal research projects into specific areas of concern.

Clinical coders

Clinical coders are responsible for making a full and accurate computer record of a patient's stay in hospital. They translate diagnoses and treatment into alphanumeric codes. They liaise with clinical professionals, including doctors, nurses and other staff to ensure that patients' diagnoses are recorded accurately. They will also be involved in reviewing data. Some will work as tutors and deliver training to staff on using clinical coding.

Clinical audit

Staff working in clinical audit facilitate and undertake projects to measure the clinical effectiveness and governance of specific services and make recommendations on how they can be improved. Depending on the post, duties could include:

- making a full and accurate computer record of patients' stays in hospital
- translating patients' diagnoses and treatment into alphanumeric codes
- liaising with doctors, nurses and other staff to ensure diagnoses and treatment are recorded accurately
- reviewing quality of data

Information governance manager

Information governance managers ensure information systems in an organisation comply with national rules and standards about how information is captured, stored and shared. This would typically involve the legal requirements of the Data Protection Act [3] and Freedom of Information Act [4].

Planning and performance manager

Planning and performance managers analyse information to monitor current services and plans for the future. They help to ensure that key performance targets are being met, for example on waiting lists for treatment.

Want to learn more?

- Find out about the entry requirements for information management? [5]
- Find out more about the training and development opportunities in information management [6]
- Pay and conditions

Expand / collapse

Most information management jobs in the NHS are covered by Agenda for Change (AfC) pay scales [7]. This pay system covers all staff except doctors, dentists and the most senior managers. Information management 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

Expand / collapse

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 information systems locally, regionally and nationally.

Find out more about training and development for information management [6].

- Job market and vacancies

Expand / collapse

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 [8] apply in your everyday work.

Find out more about NHS values [9].?

Most NHS organisations advertise their job and apprenticeship vacancies on NHS Jobs [10]. You can find some of the current vacancies below.?

- View Vacancy [11]

Clinical Coder

Prince Charles Hospital, Merthyr Tydfil, CF47 9DT



Salary:

£21,892 - £24,157 per annum



Type:

Permanent



Employer:

Cwm Taf Morgannwg University Health Board

- View Vacancy

- View Vacancy [12]

Clinical Coder

TELFORD, TF3 4LY



Salary:

Depending on experience

- **Type:**

Permanent

- **Employer:**

Central Advertising - General Practitioners

- View Vacancy
- View Vacancy [13]

Clinical Coder

Guernsey, GY4 6UU

- **Salary:**

?33248.00 to ?35932.00 a year

- **Type:**

Permanent

- **Employer:**

States of Guernsey

- View Vacancy
- View Vacancy [14]

Clinical Coder

George Eliot Hospital NHS Trust, Nuneaton, CV10 7DJ

- **Salary:**

per annum pro rata

- **Type:**

Permanent

- **Employer:**

George Eliot Hospital NHS Trust

- View Vacancy
- View Vacancy [15]

Senior Clinical Coder

Guildford/Surrey, GU2 7XX

- **Salary:**

£26,152 - £32,145 pa (inc.HCAS)

- **Type:**

Permanent

- **Employer:**

Royal Surrey NHS Foundation Trust

- View Vacancy
- View Vacancy [16]

Senior Clinical Coder

St Bartholomew's Hospital, London, EC1A 4NP

- **Salary:**

£29,056 - £36,134 per annum inc

- **Type:**

Permanent

- **Employer:**

■ View Vacancy

- Further information

Expand / collapse

- Health Informatics Career Framework [17]
- Faculty of Clinical Informatics [18]

Other roles that may interest you

- Information and communication technology [19]
- Clinical informatics [20]
- Dentist [21]
- Dental technician dental technologist [22]

Source URL: <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/information-management-staff>

Links

- [1] https://www.healthcareers.nhs.uk/glossary#Clinical_audit
- [2] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/information-management-staff/real-life-story-michael-jones>
- [3] <https://www.gov.uk/data-protection/the-data-protection-act>
- [4] <https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>
- [5] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/information-management-staff/entry-requirements-information>
- [6] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/information-management-staff/training-and-development-information>
- [7] <https://www.healthcareers.nhs.uk/about/careers-nhs/nhs-pay-and-benefits/agenda-change-pay-rates>
- [8] https://www.healthcareers.nhs.uk/glossary#NHS_Constitution
- [9] <https://www.healthcareers.nhs.uk/about/working-health/nhs-constitution>
- [10] <http://www.jobs.nhs.uk/>
- [11] <https://www.jobs.nhs.uk/xi/vacancy/916124748>
- [12] <https://www.jobs.nhs.uk/xi/vacancy/916135498>
- [13] <https://www.jobs.nhs.uk/xi/vacancy/916130974>
- [14] <https://www.jobs.nhs.uk/xi/vacancy/916141416>
- [15] <https://www.jobs.nhs.uk/xi/vacancy/916125236>
- [16] <https://www.jobs.nhs.uk/xi/vacancy/916126635>
- [17] <https://www.hicf.org.uk/>
- [18] <https://www.facultyofclinicalinformatics.org.uk/>
- [19] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/information-and-communication-technology>
- [20] <https://www.healthcareers.nhs.uk/explore-roles/health-informatics/roles-health-informatics/clinical-informatics>
- [21] <https://www.healthcareers.nhs.uk/explore-roles/dental-team/roles-dental-team/dentist>
- [22] <https://www.healthcareers.nhs.uk/explore-roles/dental-team/roles-dental-team/dental-techniciandental-technologist>