



# ACCURACY OF SERVICE USER INFORMATION POLICY AND PROCEDURE

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# DOCUMENT CONTROL

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Version	Date	Author	Description of Changes
V2.1	April 2022	S Barnes	Reviewed, no change
V2.2	Sept 2023	J Carey	Reviewed, minor updates to simplify wording. Removal of Data Entry Clerks section previously 5.1.2
V2.3	Sept 2023	J Carey	Reinsert of Data Entry Clerks section previously 5.1.2

## Approval \*1

Version	Name	Position	Signature	Approved Date
V1.5	IGSG	IG Steering Group		14 Mar 2018
V1.6	Badger Executive	Executive Team		25 July 2019

## Glossary

Term	Description

<sup>1</sup> It was agreed at Executive Team in February 2015 that policies with minor changes do not need to be submitted for approval but will be included on the agenda for information

## 1 INTRODUCTION

High quality information is essential for better care and safety for patients. Badger aims to eliminate inaccuracies to maintain service integrity and minimize risks. Wherever possible the unique NHS number is traced and recorded for patients following Smartcard access and checks against the National Database to ensure accuracy.

Badger provides a GP Out of Hours service in Birmingham and Solihull. The centralised operation is based at Aston Bourne Road, Birmingham. All with patient records are held on Aadastra, which is hosted in Advanced Health & Care's secure Data Centre and is connected via NHS HSCN network to remote urgent treatment centers.

## 2 POLICY

Badger ensures accurate and complete collection and recording of patient information by appropriately training staff and regularly checking and reconciling patient information. A Senior Manager is assigned to ensure quality and consistency of patient information, with appropriate business processes in place.

## 3 SCOPE

This policy applies to:

1. All systems within Badger that collect patient information
2. All staff who collect, record and process patient information

## 4 RESPONSIBILITIES

1. Head of Performance of Quality
  - a. Ensure that appropriate business processes are in place for regular audits and reconciliation of the patient information
  - b. Overall responsibility to ensure the accuracy of patient information
  - c. Review processes and instigate improvements
2. Training Support (HR)
  - a. Regular training analysis for front line staff handling patient information
  - b. Planning and delivery of the training
3. Call Handlers and Receptionists (data collectors)
  - a. Ensure that the correct procedure is followed when taking calls from service users
  - b. Ensure, any duplicate records are marked for amalgamation check
4. Amalgamation Officer
  - a. Perform regular checks and carry out amalgamation if patient records are duplicated and ensure that any anomalies are resolved

## 5 PROCEDURES

### 5.1 Collection and Data Entry

#### 5.1.1 Call Handlers

Call Handlers receive extensive training in the collection of patient information to ensure consistent and accurate recording of information. Look ups are used for some standard fields of information such as address and GP details.

#### 5.1.2 Data Entry Clerks

Manually entered data from the patient and practice portal into Aداstra and is overseen by a Team Leader and follows a standard process.

#### 5.1.3 Receptionists/HCSW – Treatment Centres

Receptionists and HCSW are extensively trained in the collection of patient information to ensure consistent and accurate recording of information and they use pro-forma or hospital registration forms to ensure accurate, confidential information is taken.

#### 5.1.4 Team Leaders/Assistant Team Leaders

Carry out checks on information recorded during their shifts, identify any data inaccuracies and coach staff where errors are recorded.

### 5.2 Monitoring

Monitoring of information gathering process takes place during the out of hours period. In addition, regular audits are undertaken to ensure the accuracy of the information recorded and that the correct procedures are being followed.

### 5.3 Amalgamation (Reconciliation)

Duplicate patient records are amalgamated using designated staff and Procedure A08 – Patient Amalgamations.

## 6 ASSOCIATED DOCUMENTS

- A08 – Patient Amalgamations Procedure
- IG-01 – Badger Information Governance Policy