

Post Details	
Title of Post:	Medical Records Officer
Grade:	Frontline / Administrative Specialist
Department:	Operational Support Services / Medical Records
Reports to:	Senior Medical Records Officer
Works closely with:	Clinical teams; PAs; Directorate Managers; HSC medical records counterparts; Head of Digital Transformation; Facilities Officer
Location:	Alexandra House (with cross-site working as required)

Main Job Purpose	
• Provide an accurate, professional medical records service, ensuring consultants and clinical teams can access the right patient information when needed to support safe and effective care. • Maintain patient records across both paper and electronic systems, ensuring information is accurate, complete, well-organised and easily accessible to support clinical decision-making and patient safety. • Support MSG's transition to electronic patient records by helping to improve data quality within Maxims EPR and developing the skills needed to work effectively in a digital records environment. • Follow MSG's medical records policies, information governance requirements and data security standards, ensuring all patient records, whether paper or electronic, are handled securely, accurately and confidentially.	
Key Duties and Responsibilities	
A. Active Records Management & Clinical Accessibility	• Retrieve, prepare, track and return patient records for clinical sessions, ensuring clinicians have the correct and up-to-date information available for appointments. • Create and maintain records for new patients, ensuring demographic and registration details are accurately recorded in both paper and electronic systems before their first appointment. • Maintain the paper records library by filing, labelling, storing and retrieving records accurately, ensuring records are secure, organised and easy to locate. • Manage records in line with approved procedures, ensuring information is stored, accessed and handled appropriately and confidentially. • Update the records tracer system to accurately record the location and movement of patient records, ensuring records can be located quickly when required.

	• Manage deceased and archived patient records in accordance with records retention policies and legal requirements, ensuring records are stored, retained and disposed of correctly.
B. EPR Records, Data Quality & Digital Transition	• Support the accuracy and completeness of patient records in Maxims EPR, ensuring information is recorded correctly, consistently and in a way that supports safe patient care. • Process clinical documents into Maxims EPR accurately and promptly, ensuring documents are filed against the correct patient and in the appropriate record category. • Carry out routine data quality checks, identifying and reporting missing, incomplete, duplicate or incorrectly filed information and making authorised corrections where required. • Assist in improving the quality of electronic patient records by identifying recurring data issues and reporting them to the Senior Medical Records Officer. • Maintain knowledge and competence in Maxims EPR, keeping up to date with system developments and supporting the implementation of improvements to records management processes. • Support the scanning, indexing and digitisation of paper records, ensuring electronic copies are accurate, complete and meet required quality standards. • Ensure electronic patient records are managed in line with relevant governance, confidentiality and access requirements, maintaining accurate and auditable records at all times
C. Information Governance, Records Security & Compliance	• Follow all medical records, information governance, data protection and records management policies when handling patient records, whether paper or electronic. • Handle all patient information confidentially and securely, ensuring records are only accessed by authorised individuals and reporting any security concerns or breaches immediately to the Senior Medical Records Officer. • Manage requests for access to patient records in line with approved procedures, providing access only where authorised and escalating any uncertainties to the Senior Medical Records Officer. • Apply records retention and disposal procedures correctly, ensuring records are retained for the required period and disposed of securely through approved processes.

	Keep up to date with information governance, data protection and records management requirements by attending training and implementing policy updates in day-to-day practice.
D. Cross-Site Coordination, HSC Interface & Operational Duties	- Coordinate the transfer, collection and return of patient records between MSG and HSC, ensuring records are tracked accurately and available when needed for patient care. - Manage the movement of records between MSG sites, ensuring records are delivered to the correct location, tracked appropriately and available for clinical use. - Work closely with clinical teams, PAs and managers to respond to records requests efficiently and prioritise urgent clinical needs. - Process incoming and outgoing correspondence, results and clinical documents, ensuring items are distributed, recorded and sent promptly and accurately. - Liaise with pathology, radiology and other clinical support services to ensure results and related documentation are received, distributed and filed correctly. - Provide cover for colleagues during periods of leave, sickness or increased workload, helping to maintain an effective and high-quality medical records service.
E. Professional Standards, Development & Continuous Improvement	- Carry out all medical records duties accurately and professionally, recognising the importance of records in supporting safe and effective patient care. - Maintain clear and auditable records of document movements, access requests, disposal activities and data quality updates to support compliance requirements. - Complete all mandatory training, including information governance, data protection, records management, EPR systems and manual handling, and apply learning in day-to-day work. - Contribute to the continuous improvement of medical records services by identifying process improvements, data quality issues and opportunities to increase efficiency. - Support the induction and training of new team members by sharing knowledge and good practice relating to records management, EPR processes and information governance. - Develop and maintain knowledge and skills in medical records management, electronic patient records and information governance, working with the Medical

	Records Manager to support ongoing professional development.
For All Roles at MSG	• Demonstrate MSG's values and professional standards in all aspects of the role, treating patients, colleagues and patient records with professionalism, care and respect. • Handle all patient information in accordance with GDPR, data protection legislation, confidentiality requirements and MSG policies. • Promote equality, diversity and inclusion, treating all colleagues, patients and service users with dignity and respect. • Ensure patient records are kept secure and protected at all times. • Undertake any other duties within the scope of the role as required.
Why Medical Records Matter at MSG The Medical Records Officer plays an important role in supporting safe, high-quality patient care. Clinicians rely on accurate, complete and accessible patient records to make informed decisions, deliver treatment and communicate effectively. This role is responsible for ensuring patient records are maintained to a high standard across both paper and electronic systems. Accuracy, attention to detail and good record management are essential, as errors or missing information can impact patient care. The post holder is expected to take pride in their work, maintain high professional standards and contribute positively to the effective delivery of healthcare services across MSG.	
Paper to Electronic Transition MSG is moving from paper-based records to the Maxims Electronic Patient Record (EPR) system. The Medical Records Officer has an important role in supporting this transition by helping to maintain accurate, complete and high-quality electronic patient records. The post holder will be expected to develop and maintain their digital skills, use the EPR system effectively and contribute to improvements in data quality and records management processes. This role requires a positive and proactive approach to change, with a commitment to supporting the continued development of electronic patient records across MSG.	