

Unit 268

Working in the National Health Service

UAN:	D/505/1248
Level:	2
Credit value:	9
GLH:	57
Aim:	<p>The aim of this unit is to provide the learner with the knowledge and understanding to enable them to work as a medical receptionist / administrator within a range of medical environments.</p> <p>It will provide them with a basic knowledge of the structure of National Health Service and an understanding of health and safety, employment legislation and the principles of data protection. They will also develop an understanding of the appraisal process within the healthcare sector and the importance of personal development. They will gain an understanding of patients' rights and of the administrator's role in the complaints process.</p>

Learning outcome
The learner will: 1. Understand the structure of the NHS
Assessment criteria
The learner can: identify the current organisations that form the structure of the National Health Service.

Learning outcome
The learner will: 2. Understand primary and secondary care.
Assessment criteria
The learner can: describe the services available from key primary care providers identify key staff employed in the NHS describe the job roles of key staff employed in the NHS describe the services provided by the key departments in secondary care.

Range
Key primary care providers General Practitioners, Pharmacists, Opticians, Dentists, NHS Direct (England / Wales), NHS 24 (Scotland), NHS Walk-In Centres.
Key staff
Primary GP, Practice Nurse, Community / District Nurse, Midwife, Practice.
Secondary Consultant, Registrar, Junior Doctor, Sister / Charge Nurse, Staff Nurse, general Nurse, Physiotherapist, Occupational Therapist, Radiographer, administrative staff.
Key departments Radiology, Oncology, Orthopaedics, Cardiology, Accident and Emergency (A&E), Gastroenterology.

Learning outcome
The learner will: 3. Understand community based social care.
Assessment criteria
The learner can: <ul style="list-style-type: none"> identify the various types of community based social care identify the range of people who could benefit from social care describe the role of the key professionals who provide social care.

Range
Community based social care Care homes, sheltered accommodation, residential homes, community care workers.
People Families and children, adolescents, disabled, elderly, drug offenders, youth offenders, asylum seekers, adults and children with mental health problems.
Professionals Social Workers, Community Psychiatric Nurse (CPN), Support Workers.

Learning outcome
The learner will: 4. Understand key workplace legislation regarding employment.
Assessment criteria
The learner can: <ul style="list-style-type: none"> state the purpose of a written contract of employment identify the terms of a written contract of employment explain the current discrimination legislation describe the workplace grievance procedure identify possible grounds for a workplace grievance.

Range
Grievance procedure Informal / formal complaint to manager, discussion, investigation, written complaint, role of HR, conciliation.
Grounds Discrimination, bullying, harassment.

Learning outcome
The learner will: Understand the importance of personal development in the workplace.
Assessment criteria
The learner can: explain the Personal Development Review (PDR) process explain the purpose of continuous professional development (CPD) describe the ways in which the NHS employee can enhance their skills in the workplace.

Range
Personal Development Review (PDR) A joint review between the employee and their line manager and constructive feedback will be delivered. Training needs will be identified. Yearly review process which both the employee and manager need to prepare for.
Ways Internal training courses, secondments, mentoring and coaching.

Learning outcome
The learner will: 6. Understand how to maintain health and safety in the workplace.
Assessment criteria
The learner can: outline the current health and safety legislation describe how to maintain a safe working environment.

Range
Legislation HASAWA, RIDDOR, Health & Safety (Display screen equipment) Regulations, COSHH.

Learning outcome
The learner will: 7. Understand how to maintain and protect the rights of the patient.
Assessment criteria
The learner can: <ul style="list-style-type: none"> identify key patient rights explain types of consent outline the current legislation and regulations governing patient confidentiality explain how to maintain patient confidentiality identify consequences of breaching patient confidentiality describe the current NHS complaints procedure explain the role of the administrator in dealing with the complaints.

Range
Patients' rights As outlined in the NHS Constitution.
Consent Express consent - written consent for all major diagnostic procedures Implied consent - by presenting oneself at a surgery or outpatient department implies that one is agreeable to examination Informed consent – patient must have a clear understanding of the facts and the implications of going ahead with (or not) the treatment / procedure.
Legislation and regulations Data Protection Act 1998 Caldicott Guidelines Freedom of Information Act 2000.

