

“Creating a great place to be cared for; a great place to work”



University Hospitals of Morecambe Bay

NHS Foundation Trust

JOB DESCRIPTION

Job Title:	Medical Examiner Officer (MEO)
Department/Ward:	Corporate – Medical Directors Team
Band:	5
Care Group:	Corporate
Responsible to:	Business Manager to the Medical Director
Accountable to:	Lead Medical Examiner
JOB SUMMARY:	<p>To support the Medical Examiners (ME) in their role of scrutinising the circumstance and causes of death, and to be a point of contact for coroner and registration services.</p> <p>To be a point of contact and source of advice for relatives of deceased patients, health care professionals, registration services and coroner.</p> <p>To act as the Trusts expert for mortality processes and systems and to ensure that medical and administrative staff involved in the process are appropriately trained and supported to fulfil their responsibilities relating to the Medical Examiner and the learning from deaths agenda I line with the national Medical Examiner best practice.</p>

The successful candidate is expected to undertake the medical examiner online Royal College of Pathology (RCP) training modules (free of charge to access) and attend the face to face training at the RCP as part of the undertakings for this role and this will need to be completed prior to commencing the role and the face to face within 3 months of commencing the role.

KEY WORKING RELATIONSHIPS:

Internal stakeholders:-

- Lead/Medical Examiners
- Medical Examiners
- Wider bereavement team members

“Creating a great place to be cared for; a great place to work”

- Clinical Governance lead for the Care Group and Trust Mortality
- Mortuary staff
- Patient Experience Leads
- Care Group lead nurse
- Mortality leads
- Legal Services
- Associate Director of Nursing for the Care Group External stakeholders:-
- HM Coroner and officers
- Bereaved relatives, carers and executors / solicitors
- Regional leads for Medical Examiner system
- National leads for Medical Examiner system
- Registrar of births and deaths
- Local Authorities, including care homes and safeguarding teams
- Spiritual and faith community leaders
- Other health care providers to including GPs
- Executors and solicitors

MAIN DUTIES

Aspects of the MEO role will undergo change and development. This may include new technology, methods of working systems and procedures.

The post holder will be expected following appropriate consultation and training to embrace wholeheartedly any such changes in working practice.

- Work with the Medical Examiners (MEs) to aid them in their responsibility for overseeing the death certification process for all deceased patients in the organisation.
- To act as an intermediary between the bereaved and the clinicians to establish and resolve any concerns relating to a patient's death. Working with medical examiners to aid them in their responsibility for overseeing the death certification process for all deceased patients within the remit of the service.
- To establish the circumstances of individual patient deaths by performing a preliminary review of medical records to identify clinical and circumstantial information, sourcing additional details where required, for scrutiny by the medical examiner.
- To assist in highlighting cases for assessment working closely with the Trusts Lead Medical Examiner and Medical Examiners the Trust adopted methodology for Structured Judgement Review (SJR) for review process, which will include, Child Death Overview Panel (CDOP) and the Learning Disability Review Teams (LeDeR).
- To ensure that where concerns, acts or omissions are detected relating to the patient's death that this is appropriately escalated to the Patient Safety team and that Duty of Candour is enacted by the most appropriate clinician.
- To ensure that the online reporting system for monitoring, tracking and managing performance and quality in relation to the completion of mortality reviews is undertaken for data collection and analysis, audit ensuring performance indicators relating to death, statistical information for National Medical Examiners Officer, and Public Surveillance are up to date and accurate.

“Creating a great place to be cared for; a great place to work”

- To support the Medical Examiner with referral of patients to the coroner for further investigation and sustain onward communications.
- To work collaboratively with internal and external stakeholders for the purposes of ensuring statutory requirements are maintained, demonstrating insight and understanding of ethical and legal issues (including HTA, Human Tissue Authority) relating to Mortuary and Bereavement services.
- Acting as a positive role model and interacting appropriately with all stakeholders including the MEs, the bereaved, the coroner and Registrar
- To be a source of expert knowledge and advice for health professionals and wider stakeholder groups.
- Regular interaction with bereaved relatives, in person or over the telephone, handling emotive and challenging situations, demonstrating empathy and remaining professional at all times and know when to escalate a situation to the Bereavement Team Specialist Nurse.

Management and Support

- To work collaboratively with the Medical Examiner, PALS and Bereavement Services to ensure bereaved relatives are supported, advised and to establish, resolve and escalate appropriately any concerns they may have.
- To work with the Medical Examiner to ensure the bereaved are kept informed and where appropriate arrange to issue the death certificate to them with any belongings, offering any support required.
- To support the Bereavement Services process with the provision of information to the family and visitors regarding the arrangements to be made following death.
- Provide support, information and explanations around the statutory requirements for Coroners post-mortems, including the procedures for the release of the deceased.
- In liaison with Bereavement services provide links to external counselling agencies for bereaved family and relatives.
- To work in partnership with the Clinical Case Management and Bereavement teams to ensure seamless service is provided to the bereaved.
- To adhere to the Trust agreed policies and procedures and contribute to and review of departmental Standard Operating Procedures and policies to reflect best practice in the delivery of a medical examiner system.
- To ensure that any complaints received are appropriately referred and managed according to Trust Policy.
- Maintain an awareness of the diverse needs of users of the medical examiner system to ensure equality to any particular group defined by sex, race, religion, ethnicity, sexual orientation, gender reassignment or disability.

“Creating a great place to be cared for; a great place to work”

- The post holder will be expected to work on their own initiative and manage their own workload ensuring process timescales are adhered to.

Administration

- To support in the integration and implementation of systems and processes relating to the Medical Examiner role and the national learning from deaths strategy.
- To manage the Trust mortality systems ensuring internal and external qualitative and quantitative key performance indicators are managed and achieved.
- To assist in the preparation of reports for the Mortality Surveillance Group and the Trust Quality Committee. This will involve extracting and presenting information from databases and IT systems.
- Utilise the Trust data systems to access all relevant records including the PAS and Pathology systems.
- To keep accurate and contemporaneous records.
- To prepare reports to be submitted to the National Medical Examiner.
- To be aware of resources available and cost implications including maintaining database to ensure invoices are logged and payments received for Part 4 and 5 monies.
- Full compliance with secure handling of patient identifiable data is essential following National, Local and Trust Guidelines.
- Participate in audit and surveys as directed by the National and Regional Medical Examiner’s office working under the direction of the Trusts Lead Medical Examiner.
- Support the Lead Medical Examiner in the implementation of changes based upon audit findings.
- Participation in the Trusts Mortality Review Audit
- Responsible for ordering stock and stationery as required.

Training and Development

- To train new members of staff in the Medical Examiner systems, this will involve delivering complex information in a formal or informal setting.
- To participate in delivering training at induction for appropriate groups of staff.
- Assist in Trust wide learning and associated service development identified from reviews of deaths.
- To participate in the staff appraisal scheme as an appraisee taking responsibility for complying with agreed personal development programme to meet set knowledge and competencies.
- To be responsible for maintaining own competency, knowledge and skills, attending
- Training as appropriate, and maintain a portfolio which reflects personal development.

“Creating a great place to be cared for; a great place to work”

- To undertake all Trust mandatory internal study as required for the role.

This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

“Creating a great place to be cared for; a great place to work”

TERMS AND CONDITIONS

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

CONFIDENTIALITY

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

SAFEGUARDING & PROTECTING CHILDREN

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

ENVIRONMENTAL IMPACT

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use and it is safe to do so, minimising water usage and reporting faults promptly.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

MANUAL HANDLING

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

NO SMOKING POLICY

A No Smoking Policy operates across all Trust sites.

QUALITY OF SERVICE

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

EQUAL OPPORTUNITIES

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

“Creating a great place to be cared for; a great place to work”

TRAINING AND DEVELOPMENT

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.