Case note Tracking

<CNT>

Version N3
July 2011
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Patient Administration System (P.A.S) Course

1. GENERAL COURSE INFORMATION

<table>
<thead>
<tr>
<th>COURSE TITLE</th>
<th>CNT – Case note Tracking</th>
</tr>
</thead>
<tbody>
<tr>
<td>METHOD OF TRAINING</td>
<td>Workshop</td>
</tr>
<tr>
<td>DURATION</td>
<td>Suggested time 1 hour</td>
</tr>
<tr>
<td>PRE-REQUISITES</td>
<td>PMI Basic</td>
</tr>
</tbody>
</table>

ABOUT THE COURSE

Case note Tracking is a functionality that allows staff to view information on a set of patient’s notes including where they are currently booked to, names of previous borrowers, and the ‘home’ location of the notes. It also includes the function to track notes on to another borrower or return them to file.

SUITABLE FOR

All Staff - Clerical & Clinical

OBJECTIVES

This course will enable the student to:

1. Locate and identify the whereabouts of a set of patient’s case notes.
2. Transfer a set of case notes to a new Borrower, i.e. Ward/Department.
3. Identify the search process to locate the correct ‘Borrower’ codes.
4. View a list of all case notes currently tracked to a specified borrower’s area.
5. Loan a set of case notes from file to a specified borrower (specific areas, e.g. HRL only).
6. Return a set of case notes to file (specific areas e.g. HRL only).
2. INFORMATION GOVERNANCE

Information Governance (IG) sits alongside the other governance initiatives of clinical, research and corporate governance. **Information Governance is to do with the way the NHS handles information about patients/clients and employees, in particular, personal and sensitive information.** It provides a framework to bring together all of the requirements, standards and best practice that apply to the handling of personal information.

Information Governance includes the following standards and requirements:

- Information Quality Assurance
- NHS Codes of Conduct:
  - Confidentiality
  - Records Management
  - Information Security
- The Data Protection Act (1998)

### 2.1. What can you do to make Information Governance a success?

**2.1.1. Keep personal information secure**

Ensure confidential information is not unlawfully or inappropriately accessed. Comply with the Trust ICT Security Policy, Confidentiality Code of Conduct and other IG policies. There are basic best practices, such as:

- Do not share your password with others
- Ensure you "log out" once you have finished using the computer
- Do not leave manual records unattended
- Lock rooms and cupboards where personal information is stored
- Ensure information is exchanged in a secure way (e.g. encrypted e-mails, secure postal or fax methods)

**2.1.2. Keep personal information confidential**

Only disclose personal information to those who legitimately need to know to carry out their role. Do not discuss personal information about your patients/clients/staff in corridors, lifts or the canteen or other public or non-private areas.

**2.1.3. Ensure that the information you use is obtained fairly**

Inform patients/clients of the reason their information is being collected. Organisational compliance with the Data Protection Act depends on employees acting in accordance with the law. The Act states information is obtained lawfully and fairly if individuals are informed of the reason their information is required, what will generally be done with that information and who the information is likely to be shared with.

**2.1.4. Make sure the information you use is accurate**

Check personal information with the patient. Information quality is an important part of IG. There is little point putting procedures in place to protect personal information if the information is inaccurate.
2.1.5. **Only use information for the purpose for which it was given**

Use the information in an ethical way. Personal information which was given for one purpose e.g. hospital treatment, should not be used for a totally separate purpose e.g. research, unless the patient consents to the new purpose.

2.1.6. **Share personal information appropriately and lawfully**

Obtain patient consent before sharing their information with others e.g. referral to another agency such as, social services.

2.1.7. **Comply with the law**

The Trust has policies and procedures in place which comply with the law and do not breach patient/client rights. If you comply with these policies and procedures you are unlikely to break the law.

For further Information Governance training refer to: [http://www.igte-learning.connectingforhealth.nhs.uk/igte/index.cfm](http://www.igte-learning.connectingforhealth.nhs.uk/igte/index.cfm)

Written by PHT Information Governance Manager, Sept 2010
3. CONFIRMATION OF DETAILS PROCEDURES

To ensure that the Patient Administration System (PAS) contains up to date particulars of all patients being treated, staff must verify with patients their personal details. This should be undertaken when the patient is arriving at the hospital on admission or when attending for an outpatient clinic or other types of appointment.

The types of details we must verify are those within the Patient Master Index (PMI) function within PAS and covers the following items:

- Patient Forename, Surname and Title
- Date of Birth
- NHS Number (If not one shown on screen)
- Address and Postcode
- Telephone Number – Home and Work numbers
- Name and Practice Address of GP
- Religion
- Marital Status
- Next of Kin
- Ethnic Group
- Military No (If applicable)

By checking the above details with the patient, we are ensuring the following:

* PAS contains the latest details for all our patients.
* Mistakes or "old" details can be amended.
* Information relating to the patient’s well-being, such as Religion and Ethnic Group, can be used in patient care.
* Emergency contact details for relatives are up to date.

In some circumstances it will be difficult to verify the details highlighted above as the patient may not be coherent at time of arrival (eg emergency admission, A&E, etc). However, it is important that at the earliest opportunity, the details are verified and amended accordingly.

Important – If details are amended, please remember to print a new set of labels, remove and destroy any incorrect labels from case notes. We must not retain any labels that do not contain current details.

Many thanks for your cooperation.

Prepared by: ICT Information Manager
Issued: January 2003
Reviewed: July 2011
Version No: V1.2

* To amend patient details you will need to have access to PMI at level 1. Please book the course PMI Add and Revise. In the meantime make sure you ask a colleague with access to amend the patient record.
4. INTRODUCTION

The Case note tracking function allows the Hospital staff to track the physical location of patient’s Case notes throughout the Acute and Community Trusts.

The Enquiry functions enable staff to identify all Case notes on loan to a specific Borrower or identify loan details for a specific patient. A list of previous loan locations can also be displayed in the Case note History Screen.

Loan, Transfer and Return of Case notes can be completed as easily for one set of Case notes as for a group of notes being loaned to a Borrower.

Reports of overdue Case notes by Borrower or Case note Location are also available. These are managed by the Health Records Library Services Manager to ensure Case notes are returned to the Library in a timely manner.

If Case notes loaned out from the Health Records Library are unable to be located the following action is set in motion:

**'Once Case notes have left HRL and a Department has accepted them, the Case notes become that Departments responsibility and the onus lies with them if the Case notes subsequently go missing.

** When all possibilities have been exhausted and the notes are still missing then a Trust "Adverse Incident Reporting" Form is to be completed using standard procedures, refer to your area manager for further information. Should the Case notes subsequently be located then this should also be notified via the same system as this will help provide cumulative information as to why notes go missing and this in turn will be helpful in indicating changes to improve the service'.

(March 2003) (Amended July 2005)

Missing Case notes are an important issue and as users of these Case notes it is your responsibility to ensure they are tracked correctly, accurately and in a timely manner.

NOTE: It is the responsibility of the HRL Service Manager to ensure that the statement in this document regarding missing Case notes is updated if required, and validated yearly.
5. LOGGING INTO CASENOTE TRACKING

1. Enter PAS in the normal way.

2. At the Patient Master Index Menu, press the Function Key F6. This will show all the function sets you have access to.

3. Select CNT.
6. FUNCTION SET <CNT> - ACCESS LEVEL 0

6.1. Case note Loan Enquiry 2 <CL2>

This function is used to display the location of Case notes assigned to a specific patient including past (microfilmed/imaged) and current notes.

In this function you are able to select the specific Case note number you wish to view. The More Information prompt can be used to display details of the borrower, and the Location History prompt to display the history of borrowers.

1. Select CL2.

2. Using the recommended search procedure learnt in PMI Basic, or PAS Number/Case note Number/NHS Number/Old NHS Number/Military, search and Select the patient. Identify the relevant Case note Number for the selected area:

   Case note Display screen explanation:

   - **Borrower** = (PRISEC) current borrower code
   - **Loan Date/Time** = date & time Case notes booked out
   - **Orig Loc** = (QAH) original Case note Location when not out on loan
   - **Expected Return Date** = defaults 90days from loan date
   - **User ID** = (B82) ID of person who tracked Case notes i.e. YOU
   - **Transfer Date & Time** = if they have been transferred
   - **Borrower Surname** = (SECRETARY) category of the current borrower
   - **Telephone/Bleep** = contact number if known to the CNT system

3. Once the Case note number is selected press <Return> to pass Print Document/Continue and the question More Information? appears, if you wish to view the address of the borrower answer YES, if not answer NO:
4. At Location History Display? Answer YES to view the borrower history, or NO to go on. This will show you the Reason for Loan and Comment information.

6.2. Case note Loan Enquiry <CLE>

CLE is another way to display the location of a set of case notes.

1. Select CLE.

2. Using the recommended search procedure learnt in PMI Basic or PAS Number/Cas enote Number/NHS Number/Old NHS Number/Military, search and Select the patient. Identify the relevant Case note Number for the selected area.

3. Print Document / Continue - DO NOT USE - Press <Return> to continue

4. Location History Display? Enter YES to display current & previous borrower record(s). This will also show you the Reason for Loan and Comment information.
NOTE: It is important to expand on the Borrower Code. Here you can see that the code reflects that the notes have gone to a Private Secretary - a very generalised code, but the Reason for Loan and Comment show clearly which Consultant, where and the secretary's contact Telephone Number.

5. **More Information?** Enter YES/NO. Yes will display full name, address & phone number/extension of the current borrower:

6.3. **Case note Borrower Enquiry < CBE**>

This function is used to display all Case notes currently on loan to a specific Borrower.

1. At Borrower: Enter Borrower Code if known or F9 to search.

2. At Search Type: F9 to select search criteria of surname or code.
3. If surname selected either type in a particular category to search on, see page 12 (Section 8), or press return to display all codes. The list is alphabetical on the code not the description/surname.

4. If code selected type in initial letter(s) of code or press return to display a complete list.

Once a Borrower has been selected, case notes that have been loaned will be displayed (Two per screen are shown in alphabetical case note order).

5. At select/continue – Press <Return>
7. FUNCTION SET <CNT> - ACCESS LEVEL 1

7.1. Transfer Case note < TCN>

This function is used to transfer Case notes already on loan from one borrower to another.

1. At Borrower Code enter the code of the NEW borrower if known, or F9 to search see page 12.
2. At Loan Date/Time: Press <RETURN> this will default to the system’s current date/time.

**NOTE**: You must enter the date and time the loan actually took place, a date and time in the future will not be accepted.

3. At Expected Return Date: Press <RETURN> system will default to 90 days. This can be overtyped with an earlier date and also for time in the future not exceeding 95 days.

4. At Reason for Loan: Free text loan reason i.e. For cons to view ext. 1234 (Mandatory)

5. At Comments: Free text comments field. Enter your initials or name and extension number to record who is transferring Case notes (Mandatory)

6. At Case notes: Enter Case note number or numbers if more than one to be transferred to new Borrower. You can transfer up to 50 Case notes at any one time to the same borrower.

   Ensure you confirm the correct patient name displayed to the right of each Case note number entered.

7. At Enter: Enter YES to complete the transfer or NO to cancel the transfer.
8. SEARCHING FOR BORROWER CODES

Borrower Descriptions have been prefixed with a Hospital code to identify site home (filing) location.

The codes have also been set up in the following categories within the Borrower Surname prompt for ease of searching, e.g. At F9 Surname prompt type the word WARD, this will bring up a list of ward codes.

AREA  NURSE  CENTRE  SWAMP
OFFICE  CLINI  RECEPTION  LOUNGE
DEPARTMENT  RESEARCH  HOMES  STORE
ROOM  HOSPICE  UNIT  LABORATORY
HOSPITAL  WARD  HOUSE  SECRETARY

**NOTE:** If you cannot find a suitable code on the system, email the required code on the Borrower Code Request Form to:

PAS Applications
Email: iphis.servicedesk@porthosp.nhs.uk
9. SENDING CASENOTES BACK TO ORIGINAL LOCATION (HRL)

Depending on which HRL (Health Records Library) you need to send your Case notes back to dictates where you initially ‘Transfer’ them. If it is QAH HRL then you have to Transfer them to ‘Rough File’ the code for which can be found under ‘AREA’ in F9 the code is **RFILE**. QAH Health Records Library (HRLM) has moved location off site to:

Units 2 & 3
Mitchell Way
Airport Services Road
Portsmouth
PO3 5PR

The Clinical Coding Offices for QAH and SMH are **CODEOQ** & **CODEOS** respectively. Case notes with any uncoded inpatient episodes must be transferred to the Clinical Coding Office.
10. SPECIAL INSTRUCTIONS FOR COMMUNITY USERS

For SHORT TERM LOANS you MUST use the Transfer Case note Function (TCN) not Location Change for Case notes (LCC). When notes are transferred it allows a history of where they have been and with whom to build up for additional information.

If however Case notes are to be moved LONG TERM / PERMENANTLY to another area then the location will need to be changed and this should be completed through nominated people from within each area. If you do not have the function Location Change for Case notes (LCC) but feel you should be one of the nominated people please ask your Manager to confirm this to ICT Training by email.
11. FUNCTION SET <CNT> - ACCESS LEVEL 2

11.1. Loan Case notes < LCN>

This Function is used to Loan Case note, out to a Borrower from either Health Records Library or, if your area issues New Case notes then from your own area This Function can NOT be used to Transfer Case notes.

1. Select LCN.
2. At Borrower Code: Enter code of NEW borrower if known, or F9 to search.
3. At Reason for Loan: Free text loan details enter brief explanation for loan reason i.e.... For cons to view ext. 1234 (Mandatory)
4. At Comments: Free text comments field. Enter your name-initials and extension number in order to record the user transferring Case notes. (Mandatory)
5. At Case notes: Enter Case note number or numbers if more than one to be loaned to new Borrower. You can loan up to 50 Case notes at any one time to the same borrower.
   Ensure you confirm the patient name displayed to the right of each Case note number entered.
6. At Enter: Enter YES to complete loan or NO to cancel loan.

11.2. Return Case notes <RTC>

This function is used to register return of Case notes to their 'HOME' location. This is for the use of Health Records Library Services staff only.

The HOME location is where the Case notes are stored when not in use e.g. HRLM QAH Health Records. This location is recorded in the PMI function set when adding a Case note number to the PAS system through the PMI Add & Revise function.

1. At Return Date/Time: Date and Time will default from the system. You must enter the correct date & time this actually took place.
2. At Case note Location: You must just Press <RETURN> entering no information. This will automatically record they are returned to their ‘HOME’ location e.g. QAH, SJH, etc.
11.3. Access Code Enquiry < ZAU>

This Function allows you to identify the name of the User by checking with the system the code of the 'ID USER' seen on the screen in CLE and CL2

1. Select ZAU

2. Type in the User ID, press return to display the user details.

![Access Code Enquiry Screen]

Access Code Enquiry

Access Code : 89E

User Name : TRAIN7

Initials : LT

Hospital : SMH

Directory : TRN

Advanced Mode : 0

Full Menu : YES

Maintain Password : YES

Phone Number : 12/05/05 14:31
12. FUNCTION SET <CNT> - ACCESS LEVEL 3

12.1. Revise Loan Details <RLO>
This function allows the user to revise incorrect loan details. This must **NOT TO BE USED TO TRANSFER CASENOTES**.

1. Search for and select your patient. The screen will display the current loan details.
2. Select loan details for revision by sequence number.
3. Overtype the incorrect details.
4. Enter YES to complete revision or NO if a revision has not been entered.

![Revise Loan Details Example](image)

12.2. Borrower Loan Delete <BLD>
This function allows the user to delete Case note loan details via the Borrower code. This function must only be used to correct an error.

1. Enter Borrower code if known or F9 and search list of Borrowers.
2. The Screen will display Case notes currently loaned to Borrower.
3. Select note(s) for deletion. To select more than one, enter the numbers separated by commas, e.g. 1,4,7.
4. The Screen will display: ARE YOU SURE YOU WANT TO DELETE?
5. Enter Yes to complete deletion or No to cancel deletion.
12.3. Patient Loan Delete < PLD>

This function allows the user to delete Case note loan details by individual patient search. This function must only be used to correct an error.

1. Locate patient using PMI <LIS> procedures.

2. Select loan to be deleted by sequence number. Screen will display current loan details.

3. Screen will display: ARE YOU SURE YOU WANT TO DELETE?

4. Enter YES to complete deletion or NO to cancel deletion.
13. **FUNCTION SET <CNT> - ACCESS LEVEL 4**

13.1. **Location Change for Case notes < LCC>**

This Function allows you to change the Location of the ‘Storage’ or Home Base of your Casenotes i.e. from one Adult Mental Health Site to another.

1. At the ‘From’ field enter the present location code.
2. At the ‘To’ field enter the new location code.
3. At Placed on enter the date the change of location took place.

```
<table>
<thead>
<tr>
<th>Location Change for Casenotes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Casenotes</td>
</tr>
<tr>
<td>Casenote No</td>
</tr>
<tr>
<td>From</td>
</tr>
<tr>
<td>To</td>
</tr>
<tr>
<td>Placed on</td>
</tr>
<tr>
<td>Casenote No 1</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>ENTER?</td>
</tr>
</tbody>
</table>
```
14. FUNCTION SET <CNT> - ACCESS LEVEL 5

14.1. Case note Overdue Reports <COR>
This function will produce a report for notes that are overdue their return date to their home location.

NOTE: A cumulative report can be produced listing all overdue Case notes, or the option to list only Case notes overdue since the last production of the report is also offered.

1. Select COR.
2. At Select Report there are two options, Borrower or Location.
3. Request type Select Ad Hoc to produce a one-off request to be run on a given day.
4. At Command select ADD.

Note the cumulative field:
If Yes entered all overdue case notes folder will be listed.
If No entered only case notes that have become overdue since the production of the previous report will be listed.

<table>
<thead>
<tr>
<th>Case Notes Overdue Reports</th>
<th>Ad Hoc Report Request [ADD]</th>
<th>24/05/05 14:08 QAH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Description</td>
<td>:OVERDUE</td>
<td></td>
</tr>
<tr>
<td>Request for report to be</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Produced on</td>
<td>:24/05/2005</td>
<td></td>
</tr>
<tr>
<td>Cumulative Report?</td>
<td>:NO</td>
<td></td>
</tr>
<tr>
<td>Borrower Code</td>
<td>:01</td>
<td>QAH 01 WARD</td>
</tr>
<tr>
<td>Destination</td>
<td>:QAH03R</td>
<td></td>
</tr>
<tr>
<td>No. of Copies</td>
<td>:1</td>
<td></td>
</tr>
<tr>
<td>Enter?</td>
<td>:YES</td>
<td></td>
</tr>
</tbody>
</table>
14.2. Case note Location Report <CLR>

This report prints a list of all Case notes by location on loan from Health Records Library Services at the time the report is run. It can be used as a manual back up to locate Case notes in the event of the system downtime.

1. Select CLR

2. At Request type press F9 and select Ad Hoc to produce a one-off request to be run on a given day.

3. At Command press F9 and select ADD.

4. Complete the Case note loan report screen using F8 for help if required.

<table>
<thead>
<tr>
<th>Casenote Location Report</th>
<th>Ad Hoc Report Request [ADD]</th>
<th>24/65/65 14:12 QAH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Description</td>
<td>LOCATION REPORT JMT</td>
<td></td>
</tr>
<tr>
<td>Produced on</td>
<td>QAH</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>HEALTH RECORDS</td>
<td></td>
</tr>
<tr>
<td>Destination</td>
<td>QAH HBR</td>
<td></td>
</tr>
<tr>
<td>No.of Copies</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Enter?</td>
<td>YES</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** By Location e.g.

QAH = HEALTH RECORDS LIBRARY SERVICES.
GWM = GOSPORT WAR MEMORIAL HOSPITAL.

Up to 5 locations may be requested at any one time.
15. FAULT REPORTING

From time to time you may experience problems with faulty equipment, software problems or access to the Patient Administration System (PAS) ie password non acceptance problems. To resolve your problem a call with need to be logged with the ICT Service Desk.

15.1. ICT Service Desk

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:ict.servicedesk@porthosp.nhs.uk">ict.servicedesk@porthosp.nhs.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>023 9268 2680 or SJH (7703) 2680.</td>
</tr>
</tbody>
</table>

You will need to give the Service Desk certain information, so always ensure you have the following information available. They may need to know:

- Your Username.
- The KB Number of the equipment. This is found on a small label (usually red or blue) stuck to the equipment.
- The clinical system you were working on.
- The patient's details e.g. case note no.
- Exactly what you were attempting to do, e.g. log on, view a patient’s results.

15.2. Out of office hours

Contact the ICT Service Desk and leave a message on the answer machine. They will deal with the problem as soon as they can. Alternatively email them.

If you feel there is a major system problem contact the switchboard for them to contact the engineer on call.

15.3. ICT Training

If you identify an error in this manual or think that it would be useful to include something that has not been covered, please contact ICT Training.

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:ict.training@porthosp.nhs.uk">ict.training@porthosp.nhs.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>External Phone</td>
<td>023 9228 6000</td>
</tr>
<tr>
<td>Internal Phone</td>
<td>QAH (7700) 5867</td>
</tr>
</tbody>
</table>
16. HELP WITH USING PAS

If you have only just attended the course and feel you may need additional support, help or advice, you can contact the ICT Training Office.

* If you have not used PAS for more than 12 months you will be required to re-attend your training.

<table>
<thead>
<tr>
<th>Email</th>
<th><a href="mailto:ict.training@porthosp.nhs.uk">ict.training@porthosp.nhs.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>External Phone</td>
<td>023 9228 6000</td>
</tr>
<tr>
<td>Internal Phone</td>
<td>QAH (7700) 5867</td>
</tr>
</tbody>
</table>
17. ICT TRAINING CANDIDATE APPEALS PROCEDURE.

- Candidates who are unhappy with any aspect of the end of course/test assessment decision should first discuss the problem with the ICT Trainer at the time of receiving the result.
- The reasons must be made clear by the candidate at this time.
- If the candidate is still unhappy with the result further discussion should take place involving the ICT Training Team Leader within 3 days of the course/test date.
- The ICT Training Department will keep a record of such discussion together with date and outcome.
- Where necessary the 1st marker will be asked to re-mark and the marking checked by the ICT Training Team Leader.
- It should be noted that if the candidate was borderline double marking should already have been undertaken.
- If this does not provide satisfaction the candidate may raise a formal appeal.
- Appeals will only be accepted if made in writing (not e-mail) to the ICT Training Manager within 10 days of the candidate receiving their result, outlining clearly the circumstance of the appeal.
- The 1st & 2nd markers will meet with the Training Manager to consider if there are any aspects that should be taken into account in the candidate’s performance.
- In some circumstances the candidate may be offered a re-test (e.g. hardware or software problems).

If this is not the case and the result remains unchanged then the candidate may write to the ICT Training Manager (within 5 days of receiving the 3rd result) who will consider all evidence and circumstances of the appeal also taking into consideration responsibilities to the Trust and Data Protection Act to make a final decision.

ICT Training, QAH, July 2011
## 18. VERSION CONTROL/LOG

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**Revisions** | **Page**
--- | ---
Updated All Headers & Footers (unlisted as content and meaning unchanged) | All
Updated Health Records Library (QAH) has moved to location (different address) | 13 & 15
Updated Royal Haslar Hospital is now closed. | 13 & 15
Updated Information Governance guidance updated by PHT Information Governance Manager, Sept 2010 | 2 & 3
Updated Fault Reporting (contact details) | 22

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**Revisions** | **Page**
--- | ---
Updated Formatting and text refinements (unlisted as content and meaning unchanged) | All
New Flowchart of tracking process added | I

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**Revisions** | **Page**
--- | ---
Updated Information Governance Replaces previous Data Protection/Freedom of Information Act | 2

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**Revisions** | **Page**
--- | ---
Updated Format (front page, screen shots, font, layout, headings) | All
New Course Criteria | 2
New Data Protection/Freedom of Information Act information | 3
New Section Case note Loan Enquiry - CL2 | 5
New Instructions for returning case notes procedures | 10
New Instructions for Community Users (transfer/change location) | 10
New Section Access Code Enquiry - ZAU | 12
Moved Fault Reporting section | 18
Updated Fault Reporting section (contact details) | 18
New Training Appeals Procedure | 19