



YOUR PIN-UP GUIDE TO GOOD RECORD KEEPING

WORKING TOGETHER

Improving the quality of information is everyone's responsibility.

- Administrators
- Practitioners
- Technical/ICT staff
- Managers

CHECKLIST FOR MANAGERS

- Support and challenge staff to improve record keeping practice
- Create an ethos that emphasises and values the quality of data
- Develop a sound business case for improving information quality
- Monitor and manage record keeping as a routine part of performance management
- Acknowledge that good record keeping takes time
- Provide high quality training on record keeping
- Understand the effect information quality has on staff and the organisation

CHECKLIST FOR PRACTITIONERS & ADMINISTRATORS

- Plan to make one or two small improvements at a time
- Double check spellings of names and addresses. Even common names vary a lot
- Spell unusual, foreign or unfamiliar sounding names back to the service user
- Confirm which is the family name
- Ask what name order they use most often
- Check dates of birth are written down or typed in accurately
- Request that service users find out and confirm their postcode
- Understand your record keeping system thoroughly
- Remember, you are entitled to good quality training
- Update names and addresses often

CHECKLIST FOR TECHNICIANS

- Offer advice to system users and managers about information quality
- Develop easier and more effective methods of data entry
- Advise on good data entry practice during the purchase/design of new systems
- Contribute to a high quality training programme
- Create standardised online forms and system formats