

## JOB DESCRIPTION

### JOB DETAILS:

Job Title:	<b>Head of Patient Experience</b>
Band:	Band 8a
Directorate:	Corporate
Department:	Patient Experience and Engagement Service
Base:	Patient Experience and Engagement Offices (MPH/YDH)
Responsible for:	Senior PA (jointly with Head of Patient Engagement & Involvement) Patient Experience and Engagement Data Lead (jointly with Head of Patient Engagement & Involvement) PALS Manager Formal Complaints Manager
Responsible to:	Director of Patient Experience and Engagement

### Job Purpose:

As part of the senior patient experience and engagement team, the post-holder will be responsible for the leadership, development, and delivery of the patient experience team which includes both the Patient Advice and Liaison Service (PALS) and formal complaints.

To continue to raise the profile of PALS and formal complaints and empower the whole team to understand, resolve and provide feedback appropriately to the relevant department, or staff member, where the Trust has not met the needs of our patients and their families and carers.

In collaboration with the Director of Patient Experience & Engagement, develop the patient experience and engagement functions to support service groups in the delivery of the Trust Quality Strategy ambitions as well as supporting the delivery of the objectives outlined in the board assurance framework (BAF). This in turn, will inform the development of the Trust Patient Experience and Engagement Strategy.

To actively drive improvement in the service in meeting national standards and agreeing Key Performance Indicators and reporting frameworks to meet compliance and assurance requirements.

The postholder will be required to communicate effectively within the Trust to both internal and external stakeholders/service users. This will involve communicating information of a highly complex nature in a manner which ensures the target audience fully understand the information being provided to them.

In addition, the post-holder has specific responsibility to provide concise, timely and impartial advice, guidance and support to managers and staff across the six service groups for all matters relating to formal complaints and concerns raised.

This post within the Patient Experience and Engagement team oversees a broad portfolio spanning development and implementation of processes, liaising with stakeholders and regulators, and working with other key teams to support quality improvement related to patient experience.

To ensure that the patient and carer voice is at the center of all we do not only as a team but across the wider organisation and to work in collaboration across the 6 service groups to support the development of processes to ensure that learning from patient, family and carers experience is widely disseminated.

#### **KEY RELATIONSHIPS:**

- Patients and the Public
- All colleagues
- Patient Experience and Engagement Team Managers (PALS, Formal Complaints, Engagement)
- Site Nurse Directors
- Associate Directors of Patient Care (ADPC)
- Chief Executive's Office
- Head of Inclusion
- Head of Patient Engagement & Involvement
- Head of PSIRF
- Senior Managers including CSMs, CDs, CSLs
- Integrated Governance Team
- Trust Governors (staff and public)
- Somerset ICB – Comms Team and Patient Experience Team
- Solicitors
- NHS Complaints Advocacy Service (Swan)
- Local Healthwatch
- Complaints, PALS, Engagement Managers in other Trusts / organisations
- MPs
- Parliamentary and Health Service Ombudsman
- Local Government Ombudsman

**Date of Job Description: April 2024**

## **DUTIES AND RESPONSIBILITIES**

### **Communication and Key Working Relationships**

- The post holder will be able to advise the senior team on matters related to the remit, including preparation of Board papers.
- Effective contribution to relevant groups and committees, clear communication of patient experience information. This will include key roles in the Patient Experience and Engagement Committee, Patient Safety Strategy Board, Safety Action Group, PSIRF implementation group.
- Chairing of formal committees is expected where relevant to the portfolio of work.
- Act as a relationship manager and be committed to working and engaging constructively with internal and external stakeholders on a range of business sensitive issues to develop our offer for patients, carers, and relatives.
- Good networking and influencing skills; an ability to build and maintain stakeholder relationships including supporting and seeking support from colleagues where work sits across departments.
- To provide expert advice across the organisation for complex matters arising from the patient experience portfolio such as contentious complaints, escalating concerns, concerns with a patient safety and / or safeguarding element.
- To deputise for the Director of Patient Experience and Engagement where appropriate.

### **Analytics / Planning and Organisation**

- To ensure the effective delivery of the Trust formal complaints and PALS services focusing on driving improvement and ensuring the service meets national standards such as the NHS complaints standards.
- Agrees key performance indicators (KPIs) and reporting frameworks to meet compliance and assurance frameworks.
- Working in partnership with the patient experience and engagement data lead, the post-holder will ensure appropriate systems and processes are in place to produce and share information on learning from concerns and complaints and to identify themes and trends.
- The post-holder will establish workforce planning, recruitment, and development of direct reports/teams to ensure ability to deliver objectives and services, aligned with the ambition and pace of improvement across the organisation.
- The post-holder will be required to lead multiple project programmes, ensuring they are supported and delivered in-line with the agreed scope and timescales.
- The post-holder will be responsible for facilitating change in response to statutory requirements and best practice in patient experience.

- The post-holder will provide reports and other key support to several key Committees, including the Trusts' Governance and Quality Committee (GQAC), the Quality Assurance Group (QAG), the Patient Safety Strategy Board, Patient Experience and Engagement Committee.

### **Responsibility for Patient / Client Care, Treatment & Therapy**

- The post holder will periodically participate in quality assessment programmes designed to assure that core standards are met and provide a basis for continuous improvements to patient care. This involvement provides an opportunity to expand knowledge of relevant standards and gain familiarity with front-line service teams and settings.
- The post-holder is responsible for ensuring the effective management of these services, ensuring they comply with national and local standards and are responsive to the needs of patients, families, carers, and the public.
- To work in collaboration across the 6 service groups to ensure the views of patients, relatives, carers, and the public are heard and utilised for the purpose of driving improvements in patient experience.
- Regular contact with patients / service users, carers, or members of the public.
- Duty of care to ensure the dignity, safety, and well-being of all public contributors to the Trust and need for tact, care, and diplomacy in all interactions with them.

### **Policy, Service, Research & Development Responsibility**

- Review national policies and strategies to inform development proposals across the organisation.
- Promote the use of associated regulations and Care Quality Commission, NHSE, PHSO and other relevant guidance to inform practice.
- Undertake own personal and professional development to keep up to date on the latest thinking within patient experience, specifically formal complaints, and PALS.
- The post holder will support the gathering, monitoring, and reporting for a large amount of patient and public feedback and may use this to both shape the service functions and support Trust research and development.
- The post holder will advise others on the potential use of such information in conducting Trust based research and may facilitate or participate in aspects relating to research.
- The post holder will support the patient experience and engagement data lead in analysing complaints and PALS feedback to influence service development and identify trends and hotspots engaging the relevant internal and external stakeholders.
- To lead / participate in clinical audit and research and in conjunction with the patient experience and engagement data lead and Head of Patient Engagement and Involvement to ensure the implementation of agreed bench marking.
- Audit will also form part of this role to ensure that actions taken to improve remain effective.

### **Responsibility for Finance, Equipment & Other Resources**

- The post holder will design lean systems and processes, which minimise burden and ensure efficiency, balancing this with the need to ensure rigour.
- The post holder will have responsibility for the patient experience budget lines and will be expected to manage the identified budget within finite resources both pay, non-pay, capital resources and equipment, ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.
- Will be expected to participate in monthly budget meetings and proactively work with the Director of Patient Experience and Engagement to identify savings as part of the annual cost improvement programme (CIP).
- Holds authorised signatory status for the patient experience and engagement budget, both pay and non-pay.
- Identify products, equipment, services, and facilities for assigned activities, achieving stakeholder buy-in as required. Placing orders and signing invoices, keeping mindful of budget limitations.

### **Responsibility for Supervision, Leadership & Management**

- The post holder is responsible for the line management of the Patient Experience Team including recruitment, selection, appraisal, training, personal and career development, managing sickness absence.
- Ensure that the team works effectively together to maximise individual performance and enhance patient care, managing conflict and tension situations which may arise within the team.
- Ensures robust systems of annual appraisal of all clinical and non-clinical staff in the service are in place so all staff have personal development plans and provides regular reports on appraisal activity.
- Ensures that a peer review system is established including the development of multi-agency peer review, supervision, and appraisal for senior staff within the team.
- Responsible for investigating staff/client grievance and complaints in accordance with agreed policies and to take appropriate action.
- Responsible for the recruitment of team staff, chair of recruitment panels and acting as the recruiting officer.
- To provide appropriate support, advice and leadership to the patient engagement and involvement workstream in the absence of the Head of Patient Engagement and Involvement.

### **Information Resources & Administrative Duties**

- Effectively use MS Office applications to excellent standard, including for production of well-structured reports, creation of new templates, creation, and delivery of presentations,

- Use mobile devices as appropriate for the role.
- Maintain a highly structured IT filing system to enable orderly management of very large volumes of information from diverse sources.
- Undertake quarterly and annual reports of patient experience and engagement activity across the Trust for assurance at Quality and Governance Assurance Committee
- Report writing ensuring that information is both clear and concise and at an appropriate level to influence/facilitate decision making.
- To attend relevant meetings such as patient experience and engagement committee and to work with the Heads of Service to ensure that there is appropriate representation at relevant Trust meetings.

#### **Any Other Specific Tasks Required**

- During CQC inspection or following correspondence with other regulators and key stakeholders, priorities may require support to teams or individuals to meet urgent deadlines where information or other requirements may influence outcomes.
- Periodically participate in quality assessment programmes. This involvement provides an opportunity to expand knowledge of relevant standards and gain familiarity with front-line service teams and settings.
- There will be a regular requirement to work with patients and/or relatives who may have significant medical conditions – which at times may require a high level of emotional and mental sensitivity and effort.
- Work collaboratively as part of a team and be sensitive to the characteristics of working in an open plan office environment and across 2 bases.

## **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

## **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

## **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

## **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

## **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



## Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<b><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></b> <ul style="list-style-type: none"> <li>Kindness</li> <li>Respect</li> <li>Teamwork</li> </ul>	E E E	<b>Interview &amp; Application form</b>
<b><u>QUALIFICATIONS &amp; TRAINING</u></b> <ul style="list-style-type: none"> <li>Postgraduate level training or equivalent experience in service development, operational management, project management and patient experience improvement</li> <li>Demonstrable evidence of continuing professional development</li> </ul>	E  E	<b>Interview &amp; Application form</b>
<b><u>KNOWLEDGE</u></b> <ul style="list-style-type: none"> <li>Excellent knowledge and understanding of the key principles of Patient Experience, Involvement and Quality Improvement including national guidance and local context.</li> <li></li> <li>Knowledge of acute, community and mental health service types in the health sector</li> <li>Knowledge of the purposes and values of governance and improvement with an NHS Trust</li> <li>An understanding of the issues surrounding data gathering and data storage in relation to the Caldicott Principles and Data Protection Act 2018</li> <li>Able to demonstrate knowledge of accessing, analysing, and using information.</li> <li>Knowledge of using quantitative and qualitative information to look for trends and outliers, providing evidence-based judgements.</li> <li></li> </ul>	E  E  E  E  E	
<b><u>EXPERIENCE</u></b> <ul style="list-style-type: none"> <li>Experience of leading a service providing strategic advice and support to Executive Directors and other senior managers</li> </ul>	E	

<ul style="list-style-type: none"> <li>• Experience of leading significant change projects</li> <li>• Experience of developing and implementing Strategies and Policies</li> <li>• Experience of supporting staff and developing staff members and active performance management</li> <li>• Experience of leading and managing skill mix teams</li> </ul>	E E E D	
<b><u>SKILLS &amp; ABILITIES</u></b> <ul style="list-style-type: none"> <li>• Ability to interpret data to support decision making.</li> <li>• Ability to manage varied and complex workload balancing strategic with operational requirements.</li> <li>• Ability to interpret and implement relevant new legislation, guidance or codes of practice.</li> <li>• Excellent organisational skills</li> <li>• Willingness to use technology to improve standards of care and support to our patients.</li> </ul>	E E E E E	
<b>COMMUNICATION SKILLS</b> <ul style="list-style-type: none"> <li>• Evidence of a good standard of literacy/English language skills</li> <li>• Evidence of working in partnership with stakeholders to achieve common objectives</li> <li>• Compassionate - Exceptional interpersonal skills with the ability to communicate effectively with staff, patients, carers and relatives (as appropriate) remaining calm, sensitive and empathetic.</li> <li>• Excellent standard of literacy / English language skills</li> <li>• Effective team working</li> <li>• Confidence in decision making / negotiating</li> <li>• Ability to produce written reports to an appropriate audience</li> </ul>	E E E E E E E	
<b>PLANNING &amp; ORGANISING SKILLS</b> <ul style="list-style-type: none"> <li>• Ability to interpret data to support decision making</li> </ul>	E E	

<ul style="list-style-type: none"> <li>Ability to manage varied and complex workload, balancing strategic with operational requirements</li> <li>Ability to interpret and implement relevant new legislation, guidance or codes of practice</li> <li>Excellent organisational skills</li> </ul>	E	
<b>PHYSICAL SKILLS</b> <ul style="list-style-type: none"> <li>Keyboard / mouse / screen use</li> </ul>	E	
<b>OTHER</b> <ul style="list-style-type: none"> <li>Ability to work autonomously to own deadlines</li> <li>Readiness to share ideas and make continual improvements</li> <li>Willingness to use technology to improve standards of care and support to our patients</li> </ul>	E	
<b>SUPPORTING BEHAVIOURS</b>  To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours: <ul style="list-style-type: none"> <li><b>Kindness</b></li> <li><b>Respect</b></li> <li><b>Teamwork</b></li> </ul>		

### SUPPLEMENTARY INFORMATION

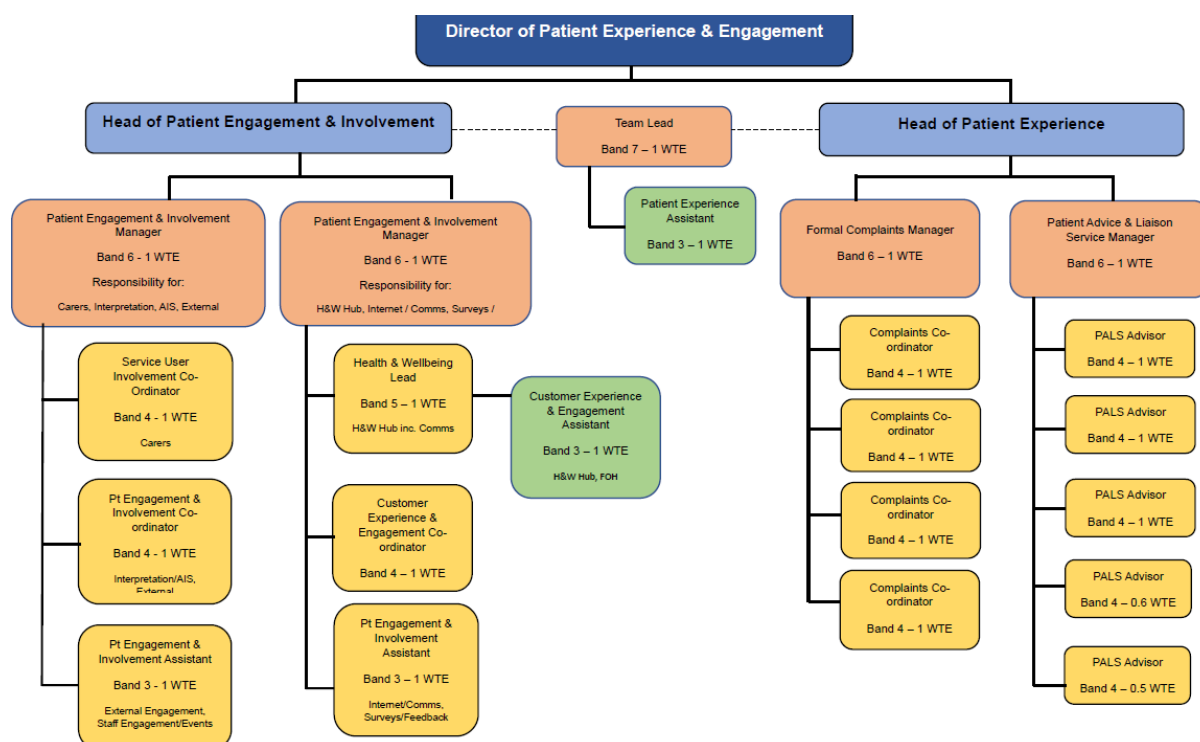
Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		✓	
Working in physically cramped conditions		✓	
Lifting weights, equipment or patients with mechanical aids		✓	
Lifting or weights / equipment without mechanical aids		✓	
Moving patients without mechanical aids		✓	
Making repetitive movements	✓		Using keyboard and mouse
Climbing or crawling		✓	
Manipulating objects		✓	
Manual digging		✓	

Running		✓	
Standing / sitting with limited scope for movements for long periods of time		✓	
Kneeling, crouching, twisting, bending or stretching		✓	
Standing / walking for substantial periods of time		✓	
Heavy duty cleaning		✓	
Pushing / pulling trolleys or similar		✓	
Working at heights		✓	
Restraint ie: jobs requiring training / certification in physical interventions		✓	
<b>Mental Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Interruptions and the requirement to change from one task to another ( give examples)	✓		Ability to prioritise work due to the level of information being received, interactions with colleagues, email and phone calls
Carry out formal student / trainee assessments		✓	
Carry out clinical / social care interventions		✓	
Analyse statistics	✓		Ability to process incident data / audit data for the organisation and provide succinct reports / summaries
Operate equipment / machinery	✓		Daily computer work
Give evidence in a court / tribunal / formal hearings	✓		Potential role in supporting Trust at inquests, etc.
Attend meetings (describe role)	✓		Attend / Chair relevant meetings and provide support to the chair
Carry out screening tests / microscope work		✓	
Prepare detailed reports	✓		Prepare reports as required, including to Board
Check documents	✓		Frequently / daily
Drive a vehicle	✓		Post is agile with requirement to support all areas of the organisation across Somerset
Carry out calculations		✓	
Carry out clinical diagnosis		✓	
Carry out non-clinical fault finding		✓	
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>

Processing (eg: typing / transmitting) news of highly distressing events	✓		Regular contact with patients, carers and families in relation to serious incidents, deaths, etc.
Giving unwelcome news to patients / clients / carers / staff		✓	
Caring for the terminally ill		✓	
Dealing with difficult situations / circumstances	✓		Occasional issues with clinician / team engagement
Designated to provide emotional support to front line staff	✓		Occasional
Communicating life changing events		✓	
Dealing with people with challenging behaviour	✓		Frequently
Arriving at the scene of a serious incident		✓	
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather	✓		Occasional when out and about in the community setting
Excessive temperatures		✓	
Unpleasant smells or odours		✓	
Noxious fumes		✓	
Excessive noise &/or vibration		✓	
Use of VDU more or less continuously	✓		
Unpleasant substances / non household waste		✓	
Infectious Material / Foul linen		✓	
Body fluids, faeces, vomit		✓	
Dust / Dirt		✓	
Humidity		✓	
Contaminated equipment or work areas	✓		Work in clinical areas
Driving / being driven in <b>Normal</b> situations	✓		Post is agile with requirement to support all areas of Somerset FT
Driving / being driven in <b>Emergency</b> situations		✓	
Fleas or Lice		✓	

Exposure to dangerous chemicals / substances in / not in containers		✓	
Exposure to Aggressive Verbal behaviour	✓		Frequently
Exposure to Aggressive Physical behaviour	✓		Occasionally

## Department Organisational Chart –



## Department Core Purpose

The vision for the patient experience, engagement, and involvement team is to seek to improve standards of care and experience for all patients, their carers and those who are important to them by working in collaboration with colleagues across the breadth of the organisation. The team will seek to facilitate and support continuous learning and quality improvement and will work to encourage meaningful patient and public involvement across the organisation which will directly influence the quality of patient care and experience.

The whole team has a responsibility for creating an inclusive culture and to helping to create an experience for all patients to receive inclusive care.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

**Job Profile Agreement**

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			