Patient Experience Lead

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| Post title: | Patient Experience Lead  |
| Reports to: | Practice Development Manager |

Job Summary:

To ensure that all complaints and significant events raised at CGH Partnership are responded to in accordance with the Operose Health Policy and Procedure within a timely manner. To analyze and present trends and themes from significant events and complaints. To support the Safeguarding lead by undertaking administration actions that come from the CGH Partnership Safeguarding meetings.

Principal Accountabilities:

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| 1 | To lead on clinical and non-clinical significant event reporting on Radar, liaising with and chairing significant event meetings.  |
| 2 | Responsible for receiving, logging on Radar, acknowledging and responding to all patient complaints whilst adhering to the Operose Complaints Policy and Being Open. |
| 3 | Supporting clinical and non-clinical staff with any administration requirements they may have relating to CGH Partnership Safeguarding including attending meetings and taking notes. |
| 4 | Undertaking project work as required by Management and/or GPs. |
| 5 | Liaising closely with the other staff to resolve issues that affect the wider team. |
| 6 | Conducting proactive work/community outreach projects to champion patient experience at CGH & Beggarwood. |
| 7 | Other tasks requested of you by your Line Manager. |

**Knowledge, Training & Experience:**

* Expert in EMIS, Outlook and other office packages.
* Experience of recognizing and tracking themes and trends.
* Experience of risk identification and management within a healthcare setting.
* Good knowledge of local working practices and local patient pathways.
* Strong IT skills.
* Strong communication skills both written and verbal.
* Experience of Being Open and handling complaints.
* Experience/suitable qualification in Safeguarding.
* Commitment to improving service and facilitating positive patient outcomes.

**Safeguarding**

* Support the clinical safeguarding team with the practice case load.
* Monitoring incoming and outgoing referrals regarding safeguarding.
* Building strong working relationships with local services.
* Working with local initiatives and implementing local tools to ensure effective case load management.
* Working in line with organization policies.

**Special requirements of the post:**

* An understanding, acceptance and adherence to the need for strict confidentiality.
* Ability to use own judgment, resourcefulness and common sense, but also a knowledge of when to seek assistance.
* A commitment to ensure all health and safety requirements and infection control measures are met and to report any problems to the Practice Manager.
* A commitment to the effective use of NHS resources.
* To maintain own professional development in line with current professional regulations.

**Confidentiality**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
* In the performance of the duties outlined in this job description, the post holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety**

The post holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice health and safety policy, to include:

* Using personal security systems within the workplace according to practice guidelines.
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
* Making effective use of training to update knowledge and skills.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
* Reporting potential risks identified.
* Demonstrate due regard for safeguarding and promoting the welfare of vulnerable and abused adults/children.

**Equality and diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal and professional development**

The post holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Participation in an annual individual appraisal, including taking responsibility for maintaining a record of own personal and/or professional development.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
* Preparing and updating own personal development plan & adhering to the principles of revalidation.

**Quality**

The post holder will strive to maintain quality within the practice, and will:

* Alert other team members to issues of quality and risk during management meetings.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patients needs.
* Effectively manage own time, workload and resources.
* Championing and driving excellent patient care in all areas of practice.

**Communication**

The post holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members.
* Communicate in a concise and empathetic manner.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the implementation of services**

The post holder will:

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect their own work.
* Participate in audit where appropriate.

*This job description is a guide to the work that you will initially be required to undertake. It may be changed from time to time, in consultation with you, to meet changing circumstances. It does not form part of your contract of employment.*

*Operose Health is an equal opportunities employer that is committed to diversity and values the ways in which we are different. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, disability or other characteristic protected by applicable law.*