

Our Vision

- To provide Best in NHS Care for our patients
- To reduce avoidable harms to our patients
- To realise the potential of our workforce and be a great and safe place to work
- To exceed all national and local standards of service delivery
- To deliver Best Environment for patients, staff and the wider community
- To achieve Best in NHS Care at the lowest cost

Blackpool Teaching Hospitals NHS Foundation Trust

Quality

Safety

People

Delivery

Environment

Cost

JOB TITLE: Patient experience information Officer

BAND: (Subject to AfC Banding)

BASE: Blackpool Victoria Hospital

RESPONSIBLE TO: Assistant Director of Nursing (Patient experience)

ACCOUNTABLE TO: Assistant Director of Nursing (patient experience)

CRB DISCLOSURE: 'This post does not require an enhanced CRB disclosure'

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY:

The post holder will assist the Assistant Director of Nursing (Patient Experience) with the management of the Real Time Patient Experience information. They will have daily contact with patients across the Trust in a variety of specialties. They will provide reports to various departments throughout the trust on the experience of patients receiving our care. Reporting will be in some instances in real time (i.e. within 24 hours to wards or departments) or right time (for Trust board and Commissioners).

To provide information analysis service to senior managers and clinicians through analysis of clinical data and to contribute to performance monitoring.

To work collaboratively with the external agencies to facilitate the Trust wide distribution and display of Patient Experience results.

DUTIES AND RESPONSIBILITIES

1. To be able to communicate effectively with staff at all levels and across organisations and provide comprehensive statistical support as required.
2. Provide in-depth statistical input to quality projects including study design (including power calculations), data analysis, modelling, written reports and research papers (peer reviewed journals).
3. To oversee the administration of data collection for the Trust's Patient experience Surveys, including the friends and family test, ensuring data quality standards are adhered to, produce and maintain performance statistics and commentary on a monthly basis, showing trends and improvements (or otherwise) in quality levels.

4. Ability to manage and organize a large portfolio of patient experience measurement sites, including on-going regular measurement, one off projects as well as the introduction of new baseline measurement sites.
5. To undertake the analysis, presentation and interpretation of quality data.
6. To develop innovative techniques for the delivery of both bespoke and regular information reports.
7. To develop new types of data analysis or to adapt previously used analyses, to reflect the changing information requirements within the NHS.
8. To give advice to colleagues to aid their understanding of data so they can make the best use of data to influence real time service improvement.
9. To prioritise own workload and encourage staff to work to time frames.
10. Maintain the security, integrity and confidentiality of all patient identifiable data.
11. Knowledge of National Health Service processes and priorities, particularly NICE, NSFs CQUIN and Caldicott.
12. Able to persuade and motivate ward teams to the importance of the patient experience programme.
13. Ability to communicate sensitive information i.e. poor patient experience data to of key people e.g. ward managers and clinical matrons.
14. Good working knowledge of NHS policy/drivers of patient experience and involvement strategy within a NHS organization.
15. To offer face to face advice to patients and relatives/carers who are dissatisfied with their care channelling any enquiry to the appropriate personnel whilst gaining patient consent and maintaining confidentiality. Alerting team manager to any concerns.

GENERAL REQUIREMENTS

1. Quality

Each member of staff is required to ensure that:

- a) The patient and customer is always put first
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust corporate goals and objectives.

2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

3. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

4. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

5. Mandatory Training

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

6. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

7. Physical Effort

Sitting continuously for periods of time (the majority of the day) throughout the week, visit patient areas to gather data regularly throughout the week.

8. Mental Effort

Continuous concentration associated with complex data analysis.
Changing activities and priorities at short notice due to new unpredictable urgent requests for statistical support.

9. Working Conditions

Use of VDU and mouse for high proportion of time each day.

10. Safeguarding

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Vigorous recruitment checks are carried out on successful applicants who will be required to undertake Enhanced Disclosure via the Criminal Records Bureau (CRB).



JOB TITLE: Patient Relations Team Manager

BAND: 6

BASE: Blackpool Victoria Hospital

RESPONSIBLE TO: Patient Experience and Involvement Manager

ACCOUNTABLE TO: Patient Experience and Involvement Manager

CRB DISCLOSURE: 'This post does require an enhanced CRB disclosure'

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY: To work under the direction of the Patient Experience and Involvement Manager, having responsibility for the effective management of complaints, ensuring all complaints are investigated with appropriate thoroughness and impartiality and that all complainants receive a full, high quality and timely response that delivers the best outcome for the complainant and for the clinical or corporate service involved.

To have line management responsibility for three Patient Relations Officers who handle all concerns, compliments, comments and complaints from members of the public.

DUTIES AND RESPONSIBILITIES

- Line manage the Patient Relations Officers effectively, setting objectives, having regular 1-1s, prioritising workloads, etc ensuring the implementation and achievement of specific outcomes within their delegated functions.
- Maintain the Trusts policies and procedures for managing complaints in accordance with best practice, national legislation and guidance.
- Direct Trust staff to ensure all complaints are appropriately investigated and that timely and high quality responses are provided to complainants within agreed timescales.
- Provide advice, support and training on complaints management to Trust staff, service users/carers and other stakeholders.
- Provide regular reports on the Trust's performance with regards to complaints management and Patient Relations contacts.
- Use the knowledge from complaints and positive outcomes to influence and implement service improvements.
- Liaise with the Parliamentary and Health Service Ombudsman with regards to complainants who wish to pursue their complaint through this route.
- Meet with complainants and their representatives to facilitate the Trust's Complaints procedure.

- Review, and amend as necessary, the content, style and format of all formal complaint responses prior to signature by the Chief Executive.
- Ensure the Trust has an accessible Patient Relations Team which is highly visible, efficient and effective in providing advice, support, information and signposting services to patients, service users, carers, members of the public and Trust staff.
- Ensure formal complaints are rapidly and carefully assessed, that the issues involved are clarified with the complainant at an early stage and that each complaint is managed proportionally based on its seriousness and nature.
- Publicise the Trust's complaint policies and procedures ensuring information leaflets and posters are up to date at all times, are regularly reviewed and widely available across all locations where the Trust delivers its services.
- Design and deliver training programmes for induction, customer care, letter writing and complaints handling
- Responsible for ensuring that letters received from Members of Parliament are received, logged, investigated where necessary and responded to appropriately.

a) Other

- To be part of the resource for the Trust in developing excellence in bereavement care relating to the needs of patients, visitors and staff.
- To represent the Trust and its interests as required at local and national events.
- To keep updated as to current local and national complaints policy and strategy.
- To keep updated as to improvement thinking, tools and techniques.

JOB TITLE: Patient Experience and Involvement Manager

BAND: 7 (temporary 12 month contract to cover maternity leave)

BASE: Blackpool Victoria Hospital

RESPONSIBLE TO: ~~Lead in Patient Experience and Engagement~~ Head of Patient Experience

ACCOUNTABLE TO: Assistant Director of Nursing and Quality

CRB DISCLOSURE: 'This post does require an enhanced CRB disclosure'

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY: To provide management ~~support~~ to the corporate patient experience ~~and patient relations teams~~ contributing to the implementation and successful achievement of Trust vision for Patient Experience.

To lead projects to enhance the feedback the Trust gains from patients, making a positive contribution to the work of the Organisation, being responsible for service development and successfully managing projects independently, deciding how best to achieve agreed, stated outcomes.

To work as a committed and dedicated member of the Corporate Patient Experience Team.

DUTIES AND RESPONSIBILITIES

- Produce monthly and quarterly patient experience progress and final reports to deadline and formally present the team's milestones and outcomes to large working groups and stakeholders.
- Manage ~~and co-ordinate the monthly~~ Complaint Review Panel process which monitors individual division's complaint management of partially upheld and upheld cases.
- Manage and Chair the Patient Panel, who are involved in a broad range of projects to ensure patient views are reflected in practice development and operations.
- Oversee and recruit patient experience volunteers.
- Develop communication mechanisms to ensure the effective involvement of patients, carers, the public and staff in our services, i.e. The Tell Us Campaign
- Liaise with heads ward/service managers and heads of divisions about negative/positive patient feedback to embed improvements and cascade these across the Trust
- Undertake service reviews to improve patient ~~experiences~~experiences.
- Manage the Patient Stories programme identifying and interviewing suitable patients and staff to discuss their experiences and editing these stories into a suitable format for public use.
- Facilitate the patient experience session as part of the Trust induction programme and have an active presence in staff development training programmes
- Work with patient experience staff to ensure the effective management and delivery of specific projects including performance management and evaluation.
- To work with Divisions to embed improvements and cascade these across the Trust to enhance the service offered to patients, families and carers.

- Work with Divisional leads and members of the patient experience team to promote better understanding of and develop actions to improve patient experience following feedback from service evaluation such as National inpatient survey, Friends and Family test etc.
- To develop transparent systems and processes which will achieve Trust goals and ensure learning from feedback.
- Work with spreadsheet and/or database packages to develop and create information collection templates.

a) Other

- To undertake audits to improve services for patients or sample surveys relating to development or measurement of patient experience project outcomes
- To actively promote service improvement to the Team.
- To establish effective liaison with key personnel to influence the successful outcomes of all work.
- To represent the Trust and its interests as required at local and national events.
- To keep updated as to current local and national policy and strategy.
- To keep updated as to improvement thinking, tools and techniques.

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7. Physical Effort

Sitting continuously for long periods of time (the vast majority of the day) each day.

8. Mental Effort

Continuous concentration associated with complex data analysis.
Changing activities and priorities at short notice due to new unpredictable urgent requests for statistical support.

9. Working Conditions

Use of VDU and mouse for high proportion (80% on average) of time each day.

10. Safeguarding

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