

Job description

Position:	
Division:	Corporate
Responsible to:	Chief Nurse
Responsible for:	
Reports to:	Patient Experience Lead
Salary:	22,128 - 28,746 – pro rata
Band:	5
Location:	East Surrey Hospital
Hours of work:	21
Disclosure required:	

Job purpose

The Patient Experience Facilitator will be responsible for ensuring effective staff and patient engagement in seeking patient experience feedback. The post holder will work closely with trust staff to achieve this and will be proactive in identifying and instilling improvements to the process as well as becoming an expert in the management and optimal usage of the patient experience platform.

The post holder will also be involved in identifying and driving specific projects forward to improve the experience of patients and visitors, as well as organising and managing events and initiatives with widespread communication to the patient experience community.

Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

Dignity and Respect: we value each person as an individual and will challenge disrespectful and inappropriate behaviour.	One Team: we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.
Compassion: we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.	Safety and Quality: we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.

Our objectives

1. Deliver safe, high quality, co-ordinated care
2. Ensure patients are cared for and cared about
3. Work in partnership with our Community
4. Become a sustainable, effective organisation

Key working relationships

- Reporting to the Patient Experience Lead
- Liaising and working alongside all levels of trust staff and colleagues in the Patient Experience team
- Supporting a team of Patient Engagement volunteers
- Regular contact with patients and governors
- Working and liaising with non trust staff where projects and tasks require

Main duties and key responsibilities

- Take a lead role in managing the Friends and Family Test (FFT)
- Become an expert in the patient experience platform in order to troubleshoot and support staff with its usage and run and design bespoke reports as required
- Collate FFT figures and YCM feedback to record and disseminate to staff groups and committees as required
- Regularly visit wards and clinical areas across the Trust to liaise with staff and assist them in maintaining and increasing the profile of patient experience
- Undertake regular hospital rounds in order to collect patient feedback questionnaires and cards, deliver resources/communications and drive response rates up
- Support and supervise Patient Engagement volunteers
- Work with the Communications Team to ensure that improvements in service provision and events are effectively communicated to service users, visitors, staff and the wider community using a range of different channels
- Organise and manage events as required
- Ensure that the Patient Experience section of the Trust website and intranet is built, maintained and updated
- Work with the Patient Experience Lead to continually promote staff engagement across the Trust
- Identify areas for change relating to trends in patient feedback

- Take a key role in specific Task & Finish Groups set up with the purpose of improving patient experience
- Provide project management support functions on Patient Experience projects
- Provide administrative and data support to the Patient Experience Team including UNIFY upload monthly
- Attend internal and external meetings to represent the Patient Experience team and to; report activity and seek feedback on patient experience.
- Contribute to the development of a 'customer service' focus in the trust
- To be instrumental in gaining service user and carer views and experiences through the range of channels, including the Friends and Family Test responses, Your Care Matters survey and focus groups
- Identify and promote examples of best practice across the trust
- Create and update spreadsheets and templates to produce graphics and reports to support both patient and staff engagement
- Deputise for the Patient Experience Lead where required

Key attitudes and behaviours

- A 'can-do', positive approach
- A willingness to identify opportunities, take ownership and finish tasks to a high standard
- Able to engage and communicate effectively with patients and staff at all levels

This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.

General

Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of disclosure of computerised information, could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their

area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

Safeguarding Vulnerable adults, children and young people

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

No Smoking Policy

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

Research

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the Medical Director's Office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

Intellectual Property

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust

Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

Essential	Desirable	Evidenced by
Qualifications		
Degree or equivalent professional qualification/significant relevant experience	Educated to degree level	Proof of Qualification
Experience		
<ul style="list-style-type: none"> • Experience of engaging and consulting with diverse range of people • Implementing organisational change, including developing and implementing action plans. • Demonstrates an ability to work with and motivate senior managers. • Experience of partnership working. • Experience of working in complex organisations. <p>Experience of implementing involvement and engagement strategies</p>	NHS Experience	Application and Interview
Knowledge, Skills and Competencies		
<ul style="list-style-type: none"> • Understanding of methodology of consultation and engagement • Excellent communication skills, both written and verbal • Ability to prioritise workload and work unsupervised • Competence in excel, Word, Powerpoint and Publisher • Demonstrates self-learning to improve knowledge and skill base • Committed to a culture of continuous improvement <p>Self-motivated and pro-active</p>		Application and Interview
Behaviours and Values		

<p>Flexibility in shift/working patterns to meet the needs of the service Is able to participate as a team member Is of good health and good character as per NMC requirements Willing to accept additional responsibilities as delegated by senior staff Displays SASH Values: Dignity and Respect One Team Compassion Safety and Quality</p>		<p>Application and Interview</p>
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