

## JOB DESCRIPTION

**JOB TITLE:** PATIENT EXPERIENCE FACILITATOR

**BAND:** Band 4

**LOCATION:** Trust HQ Sentinel House

**ACCOUNTABLE TO:** Director of Nursing and Quality

**REPORTS TO:** Patient Experience and Complaints Manager

**KEY RELATIONSHIPS:** Patients, carers, relatives and the general public  
Locality Directors  
Locality Managers  
Nursing and Quality Team  
Locality Leads  
Patient Experience and Customer Services Manager  
Patient Experience Co-ordinator  
Business Managers  
Staff and Clinicians

**HOURS OF WORK:** This is a full time post or jobshare post of 37.5 hours per week. The post holder may be required to work flexibly to meet the needs of the service.

**JOB PURPOSE:** To provide support to all areas in relation to Dorset HealthCare patient experience. This includes being the first point of contact for staff and patients with queries / issues relating to patient experience.

To be responsible for collating data to produce reports as required.

To provide support to Services / Wards / Departments to set up and develop service specific patient experience activities.

### MAIN DUTIES AND RESPONSIBILITIES:

<b>1.</b>	
1.1.	To support the continuous review of the use of the Friends and Family Test and other Patient Experience activities throughout all physical health and mental health (community and inpatient) services.
1.2.	To support and promote new patient experience strategies, projects and initiatives.
1.3.	To work with teams to encourage and promote a culture of openness, honesty and learning from feedback from patients, carers, relatives, service users, and the public.
1.4.	To assist with regular ward visits and liaising with internal and external partners to support and encourage service development in light of patient feedback.
1.5.	To monitor monthly submissions to ensure all teams submit data within the agreed timescales, and to identify the teams requiring additional support and make suggestions for improvements.

1.6.	To assist in coordinating and writing monthly reports for the locality directors and to prepare accurate reports for the Locality Directorate meetings, Quality Assurance Committee and any ad hoc reports as required regarding patient experience / friends and family. This is to be done to a high standard ensuring all issues / discrepancies are addressed and escalated to the Patient Experience Manager and/or Patient Experience Co-ordinator and assist in the resolution.
1.7.	To encourage and promote a culture of openness, honesty, and learning from feedback from the service users, and the public.
1.8.	To act as liaison with the Communication Department. To publicise both to staff and to the general public, actions taken by the Trust as a result of obtaining the views of our patients in all aspects of patient experience developments, performance and news for internal/external customers.
1.9.	To analyse regularly the results from patient experience feedback for the purpose of identifying system failures, common concerns and themes. Identify good practice providing feedback to the Directors, Locality Team Managers and at team level.
1.10.	To assist in preparing accurate reports as required regarding patient experience / friends and family.
1.11.	Facilitate meetings and discussions between Trust staff and patients / carers for the purpose of sharing experiences / feedback (i.e. Focus Groups). Provide notes and records of outcomes where appropriate.
1.12.	To seek and assist in taking patient stories from patients and carers across the Trust and to then prepare them for Board and other features.
1.13.	To arrange and carry out QUIS within various services across the Trust and to report back accordingly.
<b>2.</b>	<b>Additional Duties</b>
2.1.	<p>To provide regular assistance and cross cover for the PALS and Complaints Team. Ensuring a close working relationship and keeping up to date on processes and procedures.</p> <p>Duties to include:</p> <p>To provide a professional, caring, compassionate and supportive, first point of contact service to service users, carers and members of the public wishing to provide feedback or make a complaint. Ensuring that they feel listened to and their concerns taken seriously by guiding and supporting them appropriately.</p> <p>To act as a point of contact for the Trust Patient Advice and Liaison Service (PALS) for service users, carers and members of the public. Liaising with the enquirer to clarify their request and determine the appropriate action required e.g. providing complex and sensitive advice and solutions for their queries / concerns, drafting responses or identifying the most suitable respondent / individual to resolve the query using contacts and networks within and outside the organisation to facilitate a timely response.</p> <p>To provide advice and support to Trust staff in relation to complaints, PALS and patient experience.</p>
2.2.	To work collaboratively with the PALS and Complaints Team on lessons learnt and using complaints within patient experience.

<b>3.</b>	<b>ADMINISTRATIVE</b>
3.1.	Act as Administrator for the Gather system used by Dorset HealthCare. Ensuring a high level of knowledge of the system and its use within the organisation.
3.2.	To regularly review the Trust website and intranet to ensure information relating to patient experience, remains current and up to date by acting as team communications lead, linking in with the Communications Department when necessary
3.3.	Maintain the Patient Experience records such as the service specific survey database.
3.4.	To assist the staff in the development and co-ordination of patient surveys in line with the Trust's Survey Programme and to ensure that reports are completed to a standard, e.g. key findings and actions taken are included in all reports.
3.5.	To take responsibility for managing own workload ensuring that deadlines are met.
3.6.	To act as a contact point for patients, carers and staff with any queries or concerns they have about patient experience within Dorset HealthCare.
3.7.	Support and assist the Patient Experience and Complaints Manager and Patient Experience Co-ordinator to ensure that a Trust wide data base for all Trust patient experience / friends and family activity and actions from patients feedback projects is input in a timely manner.
3.8.	To provide administrative support to the Patient Experience and Complaints Manager as and when necessary. Dealing with first point of contact queries, arranging meetings and other administrative support activities.
3.9.	To process all stores/stationary orders as required by the team and maintain stock levels.
<b>4.</b>	<b>INFORMATION/DATA RESPONSIBILITIES</b>
4.1.	To ensure all personal identifiable data (PID) handled during the course of normal duties is treated confidentially and in accordance with Trust policy and procedures.
4.2.	To maintain absolute confidentiality in accordance with the Trusts Code of Practice for confidentiality.
<b>5.</b>	<b>ENVIRONMENTAL</b>
5.1.	The post holder may regularly be required to concentrate for sustained periods e.g. when compiling reports and deal with unpredictable working patterns due to changing patient requirements
5.2.	There is a frequent requirement to use VDU equipment.

## SECTION B: TERMS AND CONDITIONS OF SERVICE

1.

Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which

can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.

2.

Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.

3.

Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.

4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.

5.

All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.

6.

Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.

7.

Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

## SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

### Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1.

#### Respect and dignity

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

2.

#### Commitment to quality of care

We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

3.

#### Compassion and kindness

We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

4.

## Improving lives

We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

5.

### Working together for patients

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

6.

### Everyone counts

We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

## Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7.

### Positive

Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.

8.

### Proactive

Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.

9.

### Supportive

Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.

10.

### Respectful

Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.

11.

### Reliable and trustworthy

Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

## SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

## PERSON SPECIFICATION

### PATIENT EXPERIENCE CO ORDINATOR BAND 4 NURSING AND QUALITY DIRECTORATE

<b>1. Knowledge, skills and training</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>	<b>Interview Score*</b>
1.1	RSA III, City & Guilds, NVQ 3 level working towards level 4 and equivalent level of knowledge or competency.	Yes		Previous experience / Application	
1.2	Knowledge of the NHS system for compliments, complaints and PALS		Yes	Previous experience / Application	
1.3	Good standard of general education	Yes			
<b>2. Job specific experience</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>	
2.1	Experience of working in the NHS	Yes		Previous experience / Application	
2.2	Experience of providing customer services	Yes		Previous experience / Application	
2.3	Ability to collate information of reports and assist in the production of written communications to a high standard that are appropriate to the matter in hand, clear and readily understood, summarising activities and outcomes.	Yes		Previous experience / Application	
2.4	Ability to articulate clearly, fluently and authoritatively where necessary to both individuals and groups.	Yes		Interview / application	
2.5	Understanding of monitoring and evaluating systems and their implications	Yes		Previous experience / interview / application	
<b>3. Information technology</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>	
3.1	Demonstrate experience of using word processing, spreadsheet, database and presentation software.	Yes		Application form / previous experience / certification	
3.2	Experience of developing and managing administrative and data systems.	Yes		Previous experience / application	
3.3	Ability to quickly adapt to new software and computer programmes, in order to use on a day to day basis.	Yes		Previous experience / application	
<b>4. Personal qualities/attributes</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>	
4.1	Good organisation and time management skills with the ability to prioritise workload, use own initiative and achieve targets within tight deadlines.	Yes		Previous experience / application	

4.2	Excellent attention to details and ability to analyse data.	Yes		Previous experience / application	
4.3	Good negotiation and communication skills.	Yes		Previous experience / application	
4.4	Ability to work with minimal supervision and accept frequently changing priorities.	Yes		Previous experience / interview / application	
4.5	Ability to analyse and disseminate / process information.		Yes		
4.6	Motivated to work proactively on own initiative and contribute within a team environment.	Yes		Previous experience / application	
4.7	Ability to communicate on a range of levels where there may be barriers to understanding	Yes		Previous experience / interview / application	
4.8	Ability to concentrate on sources of information and deal with unpredictable working patterns.	Yes		Previous experience / interview / application	
4.9	Able to demonstrate confidentiality, diplomacy and discretion.	Yes		Previous experience / Application / references	
4.10	Sensitive to the needs of the patients and their carers when discussing issues which maybe multi-faceted and delicate.	Yes		Previous experience / interview / application	
4.11	Ability to work within organisation procedures with some autonomy in providing advice.	Yes		Previous experience / interview / application	
<b>5. Business travel</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>	
5.1	Subject to the provisions of the Equality Act (2010)able to travel using own vehicle on Trust business.	Level 2*		Previous experience / interview / application	
<b>6. Additional requirements</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment method</b>	
6.1	Demonstrable skills in written and spoken English adequate to enable the post holder to carry out the role effectively.	Yes			

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**\*Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;

- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.