**Job Description & Person Specification**

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| Position: | NHS 111 Patient Experience Facilitator Lead | Division: | NHS 111 |
| Location: | Derby | Reporting to: | Head of Clinical Development & Quality |

Purpose of the Role

The NHS 111 Patient Experience Facilitator Lead will be responsible for the line management of the Patient Experience Team. The Patient Experience Lead will oversee the completion of audits and investigations arising from complaints, incidents and Health Care Professional Feedback (HCPF) relating to the DHU 111 service and link with clinical governance team to ensure audit and investigation is completed in a timely and accurate manner. This role plays an important part in the delivery of a safe, effective and high-quality service, through timely audit and feedback, training and development of managers in using the Datix system and promotes best practice and shares learning from themes and trends identified.

A commitment to quality service and excellence in all that DHU Health Care undertakes are integral to the role and the development of the service. The post holder will participate in promoting and advancing DHU Health Care.

Values, behaviors and principles

The post holder is expected to lead by example in terms of role modelling the behaviors associated with our values.

We are always:

* Compassionate – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people and communities
* Accomplished – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual
* Respectful – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences
* Encouraging – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas

Key Areas of Responsibility & Accountability

* Line management responsibility of the Patient Experience Team, ensuring that one to one meetings and appraisals are completed in a timely manner.
* Participate in the development of own and team’s personal development plans.
* Work effectively with the Head of Clinical Development & Quality to establish, maintain and improve Continuous Quality Improvements
* To be the first contact for disciplinary and grievance issues raised within the Patient Experience Facilitator team.
* Responsible for the maintenance of the Datix Manual to support the NHS 111 management teams with the Datix process.
* Deliver Datix training for NHS 111 teams when required, promoting call audit as a supportive intervention that focuses on learning, development, and improvement in individual and organisational practice.
* Demonstrate expert knowledge of the NHS Pathways call audit toolkits and ensure competencies are applied to all calls via the detailed competency document or quick guide.
* Demonstrate a comprehensive knowledge of the DHU processes and procedures as set out in the NHS 111 Call Centre Operating Manual
* Oversight of audits raised through the clinical governance framework through the correct process and within the required timescales.
* Participate in the clinical governance and quality improvement requirements of the DHU 111 Service
* Responsible for consistency of clear and concise documentation in call audit tools and call summary documentation for the team
* Identify and escalate performance themes from audit that assist with the development of targeted training to aid improvement of the quality of triage and advisor efficiency and productivity.
* Escalate audit concerns relating to patient safety to a Head of Clinical Development & Quality in a pro-active and timely manner.
* Organise and prioritise effectively own work schedule to ensure operational excellence with minimum supervision.
* In liaison with the CQI Team promote excellence in audit by participating in regular levelling sessions to ensure own on-going expertise and ability to apply a fair and equitable audit process.
* Ensure a pro-active, professional, timely communication link is maintained with the clinical governance team and NHS 111 Management team.
* Maintain own expert call taking practice contributing weekly to the delivery of safe, accurate and efficient calls.
* Escalate any identified risks and opportunities to the service via organisational policy and appropriate channels.
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to DHU policy ensuring staff are aware of their obligations under the Freedom of Information Act, Information Governance and the Data Protection Act.
* Any other reasonable duties as required from time to time.

It is expected that the DHU 111 Complaints Facilitator position will cover a Monday-Friday 09:00-17:00 working pattern.

It is expected that the online time required for this position will cover 24/7 shifts working according to the needs of the service including weekend and bank holiday working. It is expected that the post holder will be able to travel to all DHU sites on request.

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

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| **Attribute/Skills** | **Essential**  *(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)* | **Desirable**  *(When applying for this job it is desirable you fulfil these requirements. However, if you so not you may still apply and may be interviewed)* | **Measurement**  A/C/P/R/T |
| **Qualifications** | * Accredited NHS Pathways user * Accredited NHS Pathways Coach | * Line Management Experience | A/I/C |
| **Experience** | * Expert user of NHS Pathways and Adastra host system * Sound knowledge of the NHS Pathways call audit toolkits and performance management framework. * Previous experience of working under pressure to tight deadlines * Able to manage challenge assertively and professionally. * Experience of communication with a variety of people * IT experience (e.g., Word/Excel and other packages) as well as email systems and other electronic media |  | A/I/T |
| **Specialist Knowledge** | * In-depth understanding of call advisor role in NHS 111 * Excellent analytical skills * Full understanding of telephone triage, the structure and function of the NHS Pathways system within NHS 111 * Commitment to reflective practice * Able to communicate difficult/sensitive information tactfully. * Fair and balanced approach * Excellent interpersonal/ communication skills with a variety of media and all levels of staff * Ability to use initiative. * Accurate record keeping * Problem solving skills. * Effective time management – strong organisational skills * Ability to maintain strict levels of confidentiality. * Assertiveness and willingness to challenge unacceptable practice. * Commitment to organisational development and learning * Ability to receive and act on developmental feedback |  | A/I/T |
| **Circumstances - Personal** | * Commitment to role * Able to work unsocial hours including weekends and bank holidays * Flexibility to meet patient/service/rota needs * Ability to travel to all sites on request |  | A/I |
| **Disposition/Adjustment/ Attitude** | * Recognised as a good role model. * Organised and efficient approach to work * Self-motivation and ability to work on own initiative. * Ability to work effectively within a team. * Conscientious, reliable, and resourceful * Pro-active * Positive approach to patient care and colleague support |  | A/I |

A – Application Form C – Certificate I – Interview T – Tests/presentation

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination.

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |