**Job Description & Person Specification**

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| Position: | NHS 111 CQI Patient Experience Facilitator | Division: | 111 |
| Location: | Derby (Orbis)  (Occasional travel to other sites and external locations when required) | Reporting to: | Sharon Smedley (Patient Experience Facilitator Lead) and Kerry Collins (Clinical Head of Continuous Quality Improvement, 111) |

Job description

The DHU 111 Patient Experience Facilitator role will lead and embed a culture of continuous quality improvement through shared learning improve patient journey’s by putting the patient in the center of the service we deliver.

The DHU 111 Patient Experience Facilitator will provide subject matter expert support to the Integrated Governance and Clinical Management Team with investigations for incidents, complaints, and patient experience.

The DHU 111 Patient Experience Facilitator will provide support to front line management and their teams in relation to Datix investigations, processes, statements and supervision.

Key responsibilities include adherence to contractual and regulatory performance and quality standards, making improvements to patient experience, service quality, and efficiency.

The role requires competent auditing, an analytical and questioning approach to understand root cause and solution through improvement to technologies, processes, systems, shared learning, training and organisational development.

Key Areas of Accountability and Responsibility.

* Maintain knowledge and expertise in NHS Pathways Software, the Adastra host system and best practice for triage.
* Have a thorough understanding of NHS 111 and is able to educate and share the remit and differences of the NHS 111 service against other NHS services within DHU and the wider NHS.
* In-depth knowledge of NHS Pathways Audit to support the organisation to develop improvements in the quality of calls and patient journeys.
* An understanding of the Directory of Services (D0S) to be able to explain its role in any investigation, including recommendations for changes.
* Support the Integrated Governance Team in their investigation and management of complaints and incidents, providing detailed reports of patient journeys, audit findings and sharing of learning within the service and external parties when required.
* Ensure that Integrated Governance targets are met through responsive and adaptable approach to investigation, ensuring completion dates are met.
* Support the CQI & DOS team in the creation and dissemination of processes and procedures that support the patient journey and embed a culture of continuous quality improvement across the call centre and training teams.
* Maintain excellent communication between the CQI Team ensuring others are fully informed.
* To demonstrate professionalism, DHU values and service knowledge when participating in stakeholder engagement and liaison.
* Organise and prioritise effectively own work schedule with minimum management.
* As you will expect, the organisation may change from time to time, and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

Person Specification

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

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|  | **Essential** |
| Academic/Professional Qualifications | * At least 2 years NHS 111 service experience. * NHS Pathways Trainer (6 month minimum) |
| Skills, Knowledge and Experience | * Sound understanding and experience of using the NHS Pathways system. * Demonstrable system expertise in Adastra and reading cases. * A sound understanding of how the Directory of Services (DOS) works. * Experience in facilitating and delivering audit levelling sessions. * Excellent verbal and written communication skills and ability to always present self in a professional manner. * Ability to share learning from investigations in a meaningful way for system users and lead on projects. * Excellent computer skills with the ability to use Microsoft Office applications to an effective standard. * Awareness of effective record keeping. * Ability to work effectively both independently and as part of a team. * Excellent organisation and time management skills with the ability to prioritise competing demands to meet deadlines. * Applies the DHU care values to everything that they do. * Ability to drive change for quality and improvement. |
| Personal Attributes | * Thrives on working at a high standard and insists on quality outcomes. * Creative and innovative thinker. * A keenness to develop and learn in everyday practice. * Strong commitment to the role and DHU 111. * Able to communicate difficult/ sensitive and confidential information tactfully. * Flexibility in working to meet service needs. |

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|  | **Desirable** |
| Skills, Knowledge and Experience | * A sound understanding of Integrated and Clinical Governance and its remit within telephone triage. * Ability to assess the effectiveness of shared learning and adjust the delivery as required. * Assertiveness and willingness to challenge unacceptable practice in a professional manner. * Multidisciplinary and stakeholder experience. |
| Personal Attributes | * Self-motivation and the initiative to see a task to completion. * Enthusiastic approach to work with the ability to inspire, enthuse, influence and motivate others. * Positive attitude and belief in self. |

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: |  | | |