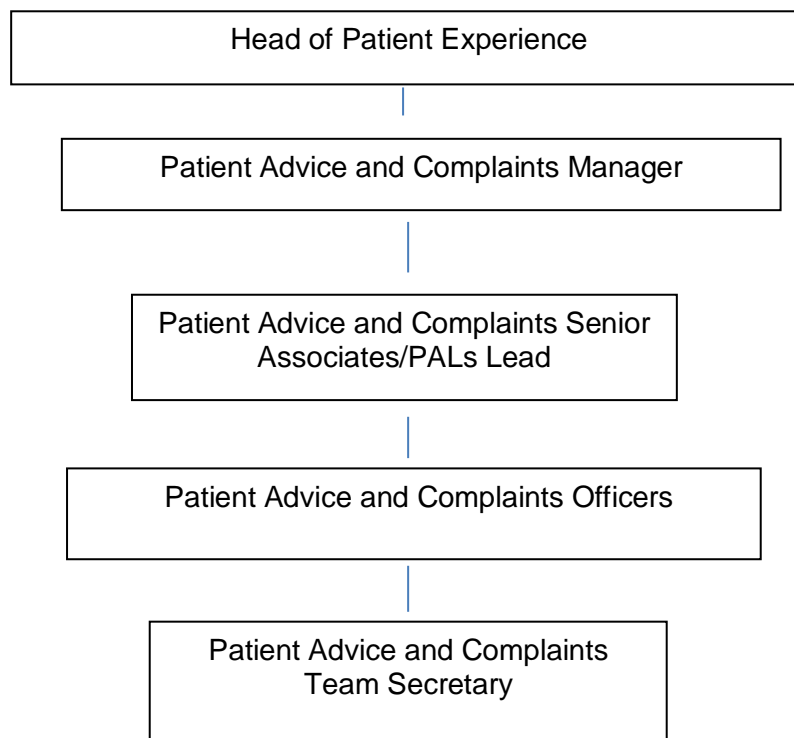


JOB DESCRIPTION

JOB TITLE	Patient Advice and Complaints Senior Associate
PAY BAND	Band 5
DIVISION	Clinical Governance/ Corporate
DEPARTMENT	Patient Advice and Complaints Team (PACT)
LOCATION/BASE	Leighton Hospital
REPORTS TO:	PACT Manager

Organisational Chart



JOB PURPOSE

To support the Patient Advice and Complaints Team in delivering a high-quality integrated service throughout the Trust. To provide an identifiable, credible and accessible service to assist patients and carers. This will involve working flexibly to enable the team to deliver a responsive customer focused service, providing patient support and complaints resolution.

To facilitate a means of the Trust being able to respond to queries, requests for information, concerns, complaints, comments and compliments raised by service users. To be responsible for negotiating immediate solutions to concerns and requests for information and respond promptly and effectively.

The postholder will act as a catalyst for change and the first point of contact for service users providing a front line problem solving and information service.

To be responsible for negotiating immediate solutions to concerns and requests for information and respond promptly and effectively.

To process concerns and complaints in line with national guidance, ensuring resolution to the satisfaction of the service user wherever possible.

Liaising with divisional heads of nursing, senior management teams and service managers to ensure they can review issues raised, meet required response deadlines, produce well formatted and clear responses and develop action plans as required

To deputise for the PACT Manager during any absences in attending senior management meetings or leading the wider Team when required.

To embed systems to support organisational learning from complaints to prevent recurrence and to support the Customer Care Manager in developing a system to review themes to provide Divisions with more understanding of areas of concerns to patients and relatives.

The post holder is responsible for the co-ordination of responses in relation to concerns, complaints, comments and compliments raised by service users within the agreed timeframe.

Liaising, as required, with external agencies such as the Independent Healthwatch Advocacy Services (ICAS), Members of Parliament (MP's) and the Parliamentary and Health Service Ombudsman (PHSO).

SERVICE DELIVERY

Work with individual patients and carers to resolve wide-ranging areas of concern, which sometimes requires diplomatic, tactful, and compassionate responses to complicated or distressing situations. This can involve the need to clarify issues raised and agree how these can be best addressed.



Ensure effective and timely review of patients' complaints and problems in accordance with local policy.

Critically analyse complex and sensitive information in order to understand the nature and potential seriousness of complaints, identifying potential delays, which may hinder the process and work with clinical managers and reviewing officers to resolve issues.

Ensure that all concerns and complaints are forwarded promptly to the relevant divisional leads with appropriate support being provided to facilitate an effective resolution to the issues raised.

To independently prioritise and manage a caseload of complaints and informal concerns without direct supervision.

Work with the divisions in generating written response letters which address all issues raised. And to liaise with the divisions once their investigations have been concluded so that relevant correspondence can be circulated to the service user.

Facilitate meetings between complainants and clinical staff, which can at times be highly sensitive, demonstrating discretion and compassion in order to reduce emotional impact on staff and service users. Ensure appropriate support is provided to allow the meeting to take place to the satisfaction of all concerned.

Treat all service users who raise a concern or complaint with dignity and respect and ensure equal access to the NHS complaints procedure for all complaints.

Advise service users on the processes available to raise concerns and complaints and publicise the options available through posters, leaflets and other publicity material.

To support the PACT Manager in production of data and reports using a wide range of IT applications, identifying analysis of key issues and trends to inform divisional agendas.

To prepare, maintain and collate accurate and contemporaneous records of all concerns raised by individuals including outcomes and actions taken. To be responsible for inputting, and extracting accurate data relevant to the provision of the service.

To evaluate the service provided by the PACT and make recommendations for change or adapt the service to meet the needs of service users.

Undertake any other duties appropriate to the role and skills/knowledge as directed by the PACT Manager.

GOVERNANCE

Provide expert advice and guidance on all formal and informal issues, ensuring that all necessary procedures and processes comply with current legislation.

Risk grade all complaints and concerns, identifying any serious / untoward



complaints and bringing these to the attention of the PACT Manager and Head of Patient Experience.

Maintain a tracking system for all concerns and complaints raised ensuring that agreed response times and that subsequent actions are met.

Maintain the Safeguard Ulysses database, ensuring new, current and closed concerns and complaints are updated frequently and regularly to enable required reports to be generated promptly and when requested.

Support the divisions to develop clear evidence of progress against action plans to demonstrate service improvement and lessons learnt.

Through the timely management of the complaints database, produce accurate and timely reports to include performance against national and local targets, analysis of trends, organisational learning and services improvement. Reports include monthly reports; regular activity and learning reports for dissemination across the organisation, annually produced national complaints statistical returns to the Department of Health.

To triangulate complaints with the wider clinical governance team including legal services, patient safety and clinical governance managers.

To ensure compliance with Trust policies, procedures and guidelines for self and others, by taking action/alerting senior management team if practice appears to contravene policy, or if concerned about any aspect of patient care.

Support a non-discriminatory culture. Evaluate and interpret equality, diversity and rights in accordance with legislation, policies and procedures.

MANAGERIAL/LEADERSHIP

Ensure the processes for handling concerns and complaints meet statutory and local policy requirements.

Support the PACT Manager to develop, implement and sustain the Trust policy on complaints and concerns management. Ensure this is regularly reviewed and up to date in line with CQC standards, national guidance, best practice.

Collate and prepare information on concerns, complaints, comments and compliments for reporting purposes.

Work closely with managers across the Trust to promote and maintain a high standard of concern and complaint management and customer care.



Promote and foster good relationships with external agencies such as Healthwatch Advocacy, offices of local MPs and the Ombudsman, preparing information and responses as required.

To promote a healthy, safe, and secure working environment, ensuring compliance with legal and regulatory requirements, maintaining accurate documentation and reporting any concerns.

Deputise for PACT Manager as and when required in supporting the wider team and attending meetings on their behalf.

EDUCATION/LEARNING

Responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including full participation in KSF / appraisal, supervision, action learning and by maintaining a professional/personal portfolio of learning.

Plan and deliver training events regarding concerns and complaints management to Trust staff.

To assist in induction and training of new staff and existing staff and other continuing professional development programmes.

This job description is an outline of the role and function. It is not intended to describe all specific tasks.

All staff at MCHFT has a responsibility to:-

- Maintain up to date skills and knowledge, and maintain an awareness of patient led service issues
- Adhere to Trust policy, procedures and guidelines,
- Adhere to Trust standards of behaviour and expected performance
- Ensure they work in accordance with local procedures and report any issues which they consider to be a risk to the health and safety of themselves and/or others.
- Comply with Infection Prevention and Control (IP&C) policies and procedures as appropriate to their role and responsibilities in their individual work setting. Staff are required to be personally accountable for their actions and be responsible for their own compliance in relation to IP&C policies, protocols or advice.
- Where applicable, always act in accordance with the Code of Conduct for NHS Managers,



PERSON SPECIFICATION – JOB TITLE

	ESSENTIAL	DESIRABLE	ASSESS BY
QUALIFICATIONS KNOWLEDGE/ PREVIOUS EXPERIENCE	Educated to A level or equivalent	Qualified healthcare professional in an acute hospital setting	A
	Advanced keyboard skills		A / S
	Previous experience of working in the NHS		A
	Sound knowledge and experience of working with NHS complaints management, PALS or experience of working in a health, social care or community setting.		A
	Extensive range of NHS complaints management experience/handling conflict		A/I
	Experience of training staff at all levels and presentation skills.		A/I
	Good knowledge of Microsoft applications/email	Experience using MS Teams	A



We put you first



We strive for more



We respect you



We work together

SKILLS	Excellent written and verbal communication skills	Knowledge of and ability to use complaints database (Ulysses)	A / I
	Excellent report writing skills		A / I
	Ability to communicate with sensitivity, compassion and tact when dealing with service users who have a concern or complaint		A / I / S
	Ability to communicate effectively with staff at all levels of the organisation and external agencies		A / I
	Ability to motivate and encourage staff to work to the best of their ability		A / I
	Excellent computer skills, able to use word and excel packages		A / I / S
	Skilled in the interpretation of information		A / I
	Ability to prioritise and work pro-actively, able to organise self and manage time effectively		A / I
	High level of personal and professional credibility		A / I / R
	Excellent attention to detail		A / I / S
	Capable of working on own initiative and able to work under pressure to meet deadline		A / I / R

VALUES	<p>A commitment to quality and safety.</p> <p>A recognition of the importance of showing respect, dignity and compassion to patients and colleagues.</p> <p>A listening, learning and leading approach.</p> <p>A commitment to work together to create the best outcomes.</p> <p>Must demonstrate the Trust's values around both raising concerns at work, and how to treat others who raise concerns.</p>		A / I / R
BEHAVIOURS	<p>Must be willing to act as a role model.</p> <p>Must be willing to take personal responsibility.</p> <p>Must have the courage to speak up.</p> <p>Must value and appreciate the worth of others.</p>		A / I / R
PHYSICAL REQUIREMENTS <i>(Reasonable adjustments will be made under the Disability Discrimination Act)</i>	<p>Occupational Health cleared to perform the duties of the role.</p> <p>Ability to perform a wide range of duties according to the Job Description.</p>		R A / I / S / R

KEY: Application form = A Interview = I References = R Skills test = S

