

AGENDA FOR CHANGE: JOB DESCRIPTION

Post title:	Patient Engagement and Involvement officer
Directorate/department:	Experience of care team THQ Governance
Agenda for Change band:	Band 5
Accountable to:	Patient Experience Matron
Accountable for:	N/A
Main purpose:	<p>This role will be instrumental in actively engaging with patients on our workstreams in UHS. We are committed to ensuring that the patients voice is integral to co design at UHS.</p> <p>An example of a core role of the engagement and involvement officer is an upcoming project focusing on the 'waiting well'. The aims are to understand patient needs to help and support them whilst they are waiting. With a focus on engaging with travellers, refugees and migrants to understand their individual needs.</p> <p>The post holder will have vast experience and knowledge of working with members of the local community to ensure that patients, families, and service users are given the opportunity to give feedback. Use a variety of engagement and communication methods to obtain feedback from service users, including surveys, interviews and user groups</p> <p>Generate reports on programme outputs and impact as needed, for example quarterly reports, stakeholder meetings and funding reports and all aspects of monitoring and evaluation.</p> <p>The post holder will need to be motivated and be able to work autonomously. Prioritising and planning activities to ensure deadlines are met, providing a timely and efficient response to requests.</p>
Key working relationships:	<ul style="list-style-type: none"> • Experience of care teams • Clinical and non-clinical divisional staff • members of the public • Communications team • Publications team <p>The post holder will also work closely with various external partners, including and not limited to voluntary sector organisations, Healthwatch, community groups, local charities, NHS organisations</p>
General duties:	<p>Engagement & communication</p> <ol style="list-style-type: none"> 1. To actively engage with and develop relationships with the local community groups, charities and partner organisations such as Healthwatch, NHS trusts. 2. Organise and co-ordinate engagement events and workshops requiring effective and detailed planning and organisation. 3. Assisting with the planning, development, and delivery of patient involvement activities. 4. Using a variety of methods to engage with members of the public and local community to obtain feedback about services in support of engagement projects which will inform policy review.

	<p>5. Adapting communication to the audience and ensuring involvement accessible and equitable.</p> <p>6. Identify engagement opportunities to facilitate the involvement of local people and obtaining feedback to meet the objectives of the waiting well project</p> <p>7. Act as a communication point for the project, dealing with enquiries and signposting as appropriate and in a timely manner.</p> <p>8. Managing and delivering consistent communications in a variety of formats for the project including, agendas and briefing papers for patient advisory groups, promotional material, project information etc.</p> <p>9. Develop and order promotional material and patient information</p> <p>10. Manage the ordering and payment of equipment to support involvement activities</p> <p>11. To act as a first point of contact for the project, managing enquiries in a professional manner, liaising with colleagues to obtain responses and responding in a timely manner.</p> <p>12. Develop and implement robust system for the recording of feedback and enable effective demonstration and reporting on project outcomes.</p> <p>13. Listen and record a variety of feedback and information from patients and carers. This will include managing difficult conversations and supporting patients, carers and families to share their experience in a way that is supportive and comfortable to their needs</p> <p>Project management</p> <p>14. Review and manage database of key stakeholders and patient partners.</p> <p>15. Support the Patient Experience Matron and Head of Patient Experience on the implementation of engagement and communications plans for specific projects and programmes where required, which includes but is not limited to face-to-face interactions with patients, public and stakeholders as part of involvement, engagement and statutory consultation activity.</p> <p>16. Review and monitor involvement activities and projects with the support of the Matron and Head of service and produce detailed evaluation reports within agreed timelines.</p> <p>17. Produce and manage the distribution of surveys, undertaking the analysis of responses and production of survey outcome reports</p> <p>18. Using appropriate tools and techniques support the delivery of project objectives against identified goals. This includes understanding the detail of projects and their timescales and financial constraints.</p> <p>19. Undertake analysis of project data using qualitative and quantitative research methods</p> <p>20. Ensure financial oversight of the project, ensuring that it is delivered within the approved budgetary and financial limits</p>
Duty of care	<p>You are responsible for ensuring that the patient, family and carers are at the centre of everything you do.</p> <p>Be open, honest, and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report</p>

	<p>incidents, including near misses; to ensure that as an organisation we learn.</p> <p>You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a lack of skills, knowledge, or resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leaders must listen to others when they raise concerns and take action.</p> <p>Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop your own ability to detect and correct defects.</p>
NHS standards of business conduct and professional registration	<p>All employees must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers. All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.</p>
Living our values every day	<p>All staff are expected to strive to make the Trust values ‘what we do’ – to inspire, develop and support every one of us to live our values; every patient, every colleague, every day.</p> <p>Each post holder is expected to ensure they live the values of:</p> <ol style="list-style-type: none"> 1. Patients First 2. Always Improving 3. Working Together <p>These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff and partners in continuing to improve the experience people have using and delivering our services</p>
Health and safety:	<p>Staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare</p>
Infection prevention and decontamination of equipment:	<p>All staff are reminded of their responsibility to adhere to Trust and departmental infection prevention policies, including policies for the cleaning and decontamination of equipment, in order to protect their own health and that of other employees, visitors and patients.</p>
Child protection/safeguarding	<p>All staff providing services to patients and children are reminded of their responsibility to adhere to Trust and departmental child protection and safeguarding policies including employment checks.</p>
Confidentiality	<p>All employees of University Hospital Southampton NHS Foundation Trust are reminded of the need to treat all information, particularly clinical and management information, as confidential. Any employee who wilfully disregards Trust and departmental policies may be liable to serious disciplinary action including dismissal.</p>

	This job description will be reviewed yearly as part of the annual appraisal, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.
Mental Capacity Act 2005	All Staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.
Sustainability	Staff are reminded of their responsibility to take care of the resources used whilst at work. These include careful use of energy and water; for example, ensuring unnecessary equipment is turned off when not in use. Waste needs to be segregated properly. UHS policies and strategies for sustainability should be followed whilst undertaking daily duties. We encourage staff to be involved with sustainability at work, through participation in the Green Guardians network.
Last Updated	