

Job Description

Job title:	Patient Experience & Engagement Manager	
Clinical Service Unit:	N/A	
Division:	Directorate Of Patient Care	
Corporate Area:	Nursing	
Salary band:	8a	
Responsible to:	Deputy Chief Nurse	
Accountable to:	Director Of Patient Care / Chief Nurse	
Hours per week:	37.5	
Location:	MKUHFT site / off site meetings as appropriate	
Manages:	Direct reports: 2	Voluntary Services Manager Apprentice
	Indirect reports:	

Milton Keynes University Hospital Standards, Commitments and Behaviours

By living up to or standards we deliver more than just a quality patient experience because we:-

- Treat everyone with respect, courtesy and kindness
- Provide timely care and attention
- Listen, inform and explain
- Involve you as part of the team and work together
- Are reassuringly professional
- Provide and maintain a clean and comfortable environment

Aim of the role

- To be the Trust Lead for Patient Experience; working with the multi-disciplinary team to provide vision and strategic leadership; to deliver the patient experience and engagement agenda across the Trust.
- To lead Patient and Staff Engagement in relation to improvements in patient experience; working closely with the Communications Team as well as the multi-disciplinary team to provide vision and strategic leadership
- To be the lead for the development and co-ordination of patient and public engagement activities and across the Trust in order to influence the development and delivery of services.
- To have excellent communication skills and be able to engage staff, patients, public and identified stakeholders at all levels.
- To seek out opportunities to identify and collaborate with appropriate stakeholders with the aim of improving patient experience.
- To be able to present the patient experience agenda from Ward to Board.
- To gain an in-depth understanding of the perception of patients and about their experience in MKUHFT.
- To be able to extrapolate the key themes and work with the Patient Experience team to devise and lead strategic and operational teams.
- To make demonstrable improvements in patient experience.
- To deliver practical skills and capabilities in staff, to achieve real “on the floor” patient centred care.
- To have a plan to evaluate the inputs and outcomes of the changes made.

- To work with and support the PALS & Complaints team with patient/ family/ carer contact as required.

Key Working Relationships

Internally

- Executive Board.
- Management Board.
- Governors and Non-Executive Directors
- Divisional Management Teams.
- PALS & Complaints Team.
- Quality Team
- Communications Team
- Transformation Team
- Training & Education Team
- Assistant Director of Education & Workforce.
- All multi-disciplinary staff and services (clinical and non-clinical) across the Trust.
- Volunteers

Externally

- NHS England - Patient Experience and FFT
- Milton Keynes Clinical Commissioning Group (MK CCG)
- University of Buckingham (Medial School)
- Academic Health Science Networks (AHSNs)
- Strategic Clinical Networks (SCNs)
- Local Patient Groups e.g.; MK Cancer Partnership , Maternity MK
- Milton Keynes Council / Local Authority
- All defined and identified stakeholders relevant to improvement and experience initiatives
- Patient Experience and Engagement Leads and other Acute Trusts throughout the UK

Main duties and responsibilities

Creating A Vision

Together with other members of the Nursing Directorate:-

- Set, deliver and clearly communicate to staff, both Trust, Divisional and CSU visions that enable the delivery of the Trust objective number 2, Patient Experience.
- To work collaboratively with the Chief Nurse, Deputy Chief Nurse and Trust colleagues to delivery objective number 2.

Delivering The Trust's Strategy

- Contributing to the implementation of the Trust's vision and strategy at Management Board level, through the development of patient experience and effective working relationships with identified stakeholders.
- Develop, agree and deliver the strategic plans that place patient care at the heart of the service, ensuring that these are translated into achievable operational plans for the staff to deliver.
- Identify and develop realtionships with identified stakeholders

Key Performance Indicators

- To drive an improvement in the “Friends & Family” test response rate and awareness of feedback methods for staff and patients/ visitors
- Overall improvements in the patient experience surveys.
- Strong engagement and positive relationships with identified stakeholders including patient groups, to progress the patient experience agenda in the Trust

Setting Direction

- Contribute to the strategy and aspirations of the Trust and act in a manner consistent with the Trust values. Acting as a broker/bridge between strategic health economy wide decisions and actual operational delivery.
- Design and implement the long term Patient and Public Engagement & Experience Strategy to meet business needs and facilitate the achievement of the Trust’s objectives in line with the CQUIN agenda
- Direct the governance processes within the Division; ensure policies, risks and organisational learning is embedded in all aspects of the services provided.
- Ensure that the Trust’s values and supporting behaviours are embodied in the performance of the Patient Experience Team.
- Ensure that the Trust’s objectives are embedded in the plans, priorities and performance of the Division and its staff.
- Analyse and monitor the performance and business needs, anticipating changing demands, pressures and opportunities.
- Development and production of reports analysing PPI and Patient Engagement feedback reports and assessing service standards against national benchmarking standards.
- Leading on the development and coordination of annual business plans, including capital and workforce planning; ensuring that these meet the medium and longer term strategic aims of the Trust, as well as fulfilling operational requirements and priorities.
- Provide leadership and day to day support and development of staff as are required to support the projects and work streams being delivered
- Provide advice and support to wards and departments to develop and support projects and programmes to support improvements in patient experience

Improving the Service

- Developing policies and performance management to ensure continuing improvement against quality, efficiency and financial benchmarks.
- Actively seek and support opportunities for service and clinical pathway transformation and continuing improvement. Using best practice and patient experience and focus, to inform service redesign and supporting an integrated approach to patient care.
- Actively seek opportunities for quality, efficiency and performance improvement.
- Seek opportunities to improve the market position and share of the organisation, developing robust business cases to support development.
- Encourage, support and facilitate staff to contribute and innovate for the improvement of patient care and finding ways to empower staff to implement their ideas for improvement.
- Responsible for presenting update reports on patient experience and engagement to identified stakeholders to drive through improvements in patient care and experience
- Act as a catalyst for change management to achieve sustainable service improvements
- Under the leadership of the Chief Nurse, contribute to the development of excellent management practice across the Trust.

Working with others

- Work with Trust colleagues in a truly “multidisciplinary” way, flexibly supporting colleagues and taking on the appropriate share of joint responsibilities and workload;
- Constructively and respectfully challenging colleagues within the Team in the interests of excellent analysis, problem solving and planning.
- Build constructive working relationships with leaders, clinicians and managers at all levels within the Trust. In the interests of integrated patient care; break down any barriers to cross-divisional, cross-CSU, cross-trust or multi-organisational working.
- Strongly encourage, role-models and finds positive opportunities to support multidisciplinary working, learning and development.
- Responsible for identifying and supporting partnerships with local communities with a particular focus on transforming and improving patient experience
- Develop and ensure constructive and close partnership working with all internal and external stakeholders in the interests of patient care, encouraging patient partnerships.
- Identify potential opportunities and develop relationships where patient groups and public engagement will support the Trust objectives and strategic direction
- Develop and disseminate information about Trust initiatives to support and improve patient experience
- Network with colleagues at other Trusts to ensure their practice and knowledge is up to date and there is transference of best practice and that Milton Keynes contributes positively to the professional community.

Demonstrating personal qualities

- Ensure own professional and personal development demonstrating self-awareness and willingness to continually learn and develop.
- Act with integrity and treats others with respect at all times.
- To interact with all members of the public, staff and appropriate stakeholders adapting communications as required.
- Act as a role model to demonstrate the Trust’s values and behaviours at all times.

Effort, skills and working conditions

Physical skills	This post does not require any specific physical skills
Physical effort	This post will require nominal physical effort
Mental effort	This post will require a high level of mental effort solving complex problems and having a broad awareness of internal and external strategic pressures
Emotional effort	This post will require a high level of emotional effort dealing with challenging situations including performance management of staff
Working conditions	Office and meeting room based with some travel to off-site meetings as required

Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

Personal development and training

MKUHFT actively encourages development within the workforce and employees are required to comply with trust mandatory training.

MKUHFT aims to support high quality training to NHS staff through various services. The trust is committed to offering learning and development opportunities for all full-time and part-time employees.

General

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 1998.

All staff has a responsibility for safeguarding children, young people and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget you are expected to operate within this and under the trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.