

# Join us at UHB



Building healthier lives

# Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

**Kind:** the kindness that people show to each other every day

**Connected:** the connections we build with everyone around us

**Bold:** the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,  
Chief Executive Officer

## JOB DESCRIPTION

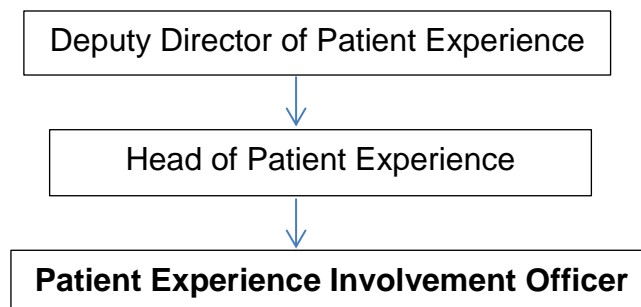
<b>Job Title</b>	Patient Experience Involvement Officer
<b>Pay Band</b>	Band 5
<b>Department</b>	Patient Experience
<b>Division</b>	Corporate Nursing
<b>Reports to</b>	Olivia Edwards – Head of Patient Experience
<b>Professionally Responsible to</b>	Olivia Edwards – Head of Patient Experience

### JOB SUMMARY

The post-holder is a key member of the Patient Experience team and co-ordinates the Trust's corporate patient experience involvement activities and contributes to delivery and development of a strategic patient experience. The post-holder works with patients, carers, members of the public, community groups and staff to involve public stakeholders in patient experience and co-production.

The post-holder also provides high quality administrative support to the Deputy Director of Patient Experience and Head of Patient Experience.

### TEAM/DEPARTMENT STRUCTURE CHART



### KEY SKILLS

- Co-production and public involvement skills
- Facilitation of patient and public involvement events
- Strong communication skills and ability to effectively engage with patients and the public
- Administrative skills
- Report writing skills
- Combining and analysing patient experience data
- Development of questionnaires to collect patient, carer and family feedback
- Supportive approach to staff working to engage and involve patients and families
- Dealing with complex enquiries and communicating complex, sensitive information with a range of staff internally and externally.

### KEY RESPONSIBILITIES

#### Patient and Public Involvement

- Support the Head of Patient Experience and Patient Experience Managers in

delivering the Trust's strategy around patient and public involvement (PPI).

- Provide advice and guidance to staff on PPI requirements and mechanisms, supporting them to understand the Trust's statutory requirements and value involvement as part of service improvement.
- Support the Head of Patient Experience to enable effective public involvement ensuring it is effectively targeted and delivered using relevant channels of engagement.
- Organise PPI projects, co-production and events to ensure that patients, carers and the public are appropriately and meaningfully involved in service evaluation, accreditations and service re-design, with any change made leading to improved patient experience.
- Organise public involvement in the Trust's PLACE assessments.
- Seek new and innovative ways to actively involve people who use our services.
- Develop, maintain and manage a Trust database of stakeholders and stakeholder groups to enable involvement; actively seeking to engage a diverse range of people representative of the Trust's patient population.
- Analyse PPI data and produce reports.
- Provide information around PPI activities/feedback from visits as requested, e.g. for accreditations, ward reviews, CQC requests, annual reports and quality reports.
- Responsible for developing and maintaining standard operating procedures for the service.

### **Readership Panel**

- Lead the Readership Panel work, liaising with Trust staff and Readership Panel members to provide public input into Trust patient information. Compiles feedback from the readership panel and forwards this to the appropriate service or department.
- Responsible for ensuring an audit trail for information sent to the Readership Panel and feedback received.
- Assist areas to gain public input to their information to meet their specific accreditation requirements.

### **Patient, Carer and Community Council (PCCC) Framework**

- Responsible for the recruitment of group members, their induction and training; including monitoring the diversity of the groups and developing targeted recruitment to ensure the groups reflect the diversity of our population.
- Regularly reviewing the effectiveness of the PCCC Framework and suggesting strategies to ensure members remain engaged and involved.
- Responsible for the facilitation of the PCCC and associated group meetings including determining agendas and the writing and presentation of service specific reports at the meetings.
- Contribute to board papers and annual reports etc on behalf of the Councils.
- Co-ordinate PCCC activities/events, including providing administrative support and following up issues and action plans.
- Organise and deliver local induction programmes for the Patient Council members.
- Organise and facilitate visits to wards and departments, including organising rotas to ensure that all wards and departments are visited.



- Accompany members on ward/department visits as necessary and participate in visits, accreditations, PLACE etc as required.
- Ensure that patient feedback from visits is shared with the areas and actions picked up, including escalating any serious/safeguarding matters in a timely manner.

### **Administrative duties**

- Receive enquiries, including sensitive and sometimes difficult issues, in a sympathetic and responsive way, responding directly where appropriate or forwarding on to another member of the team as required.
- Prioritise all incoming work on a daily basis, including responding quickly and appropriately to urgent/important issues to ensure they are dealt with in a timely way.
- To ensure all communications are accurately referred to managers in priority order, chasing responses where appropriate. Preparing background information on issues as required, by investigating the issue and summarising salient points for managers.
- To draft, responses to communications including letters, emails, and enquiries on behalf of managers where appropriate.
- To produce reports/papers and attachments formatted to agreed standards.
- To take notes of meetings, produce and circulate minutes, following up on action points agreed during the meetings. Arranging the venue and ensure all members are informed of the date, time and location.
- To directly manage diaries/electronic schedules operating a robust bring forward system.
- To maintain and monitor the sickness and annual leave records via the Healthroster/ Allocate system as required.
- To collate and monitor all HR documentation relating to new appointments/leavers etc. as required.
- To follow up action plans and outstanding issues with managers which are generated by other departments to meet deadlines e.g. risk assessments, Safety alerts, Performance Review data, business planning.
- To keep a schedule of required reports and reminding managers to ensure that deadlines are not missed.
- To develop, maintain and update effective filing and archiving systems for managers/department (manual and electronic).
- To organise events - booking accommodation /catering, ensuring attendance, circulation of correct material etc.
- To continuously review all administrative systems within the remit to ensure they remain responsive and efficient.
- To use initiative to identify all possible opportunities to anticipate, support and streamline the work, diaries, schedules and responsibilities of the teams.

### **BUDGETARY AND RESOURCE MANAGEMENT**

- To raise stock and non-stock orders. To ensure appropriate spending on office stationery and equipment to ensure no overspend and identify where potential savings could be made.
- To maintain departmental budget sheets, and to balance these each month.
- To organise and negotiate accommodation, travel and expenses for the management team and visitors to the Trust.



## MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

- Co-ordinate the activities of the Patient, Carer and Community Councils.
- Be responsible for the management of the resources required for the effective running of both the Patient Experience Team and patient and public involvement events.
- To support the Patient Experience Team with the delivery of staff training.

## RESEARCH AND DEVELOPMENT

- To support the development of other staff across the Trust in relation to patient and public involvement.
- Continuously develop skills and knowledge for service areas, including monitoring legislation and best practice.
- The post holder will contribute to the gathering, monitoring and reporting for a large amount of patient and public feedback and may use this to both shape the service functions and support Trust research and development.

## EFFORT

### Physical Effort

- Large hospital site, walking to various ward/departments, sometimes a number of times during the day.
- Transport materials needed e.g. for meetings and events.
- Setting up meetings rooms etc.
- Standing for duration of time e.g. at an event.
- Sitting whilst working on a desktop computer.
- Use of keyboard on a daily basis as an integral part of the post.

### Mental Effort

- Concentration taking minutes of meetings and accurate transcription.
- Meeting deadlines, some of which may require quick turnaround.
- Responding to changing priorities, which may change, at short notice.
- Frequent extended interruptions to deal with stakeholder enquiries
- Concentration for organisation, planning and analysing.
- Prioritising own workload.

### Emotional Effort

- Being exposed to concerns of a sensitive, emotive or distressing nature.
- May be in contact with members of the public/volunteers who are distressed and need support.
- Dealing with reaction of meetings cancelled at short notice or rearranged due to other workloads.

## TRUST VISION & VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

**Kind:** The kindness that people show to each other every day

**Connected:** The connections we build with everyone around us

**Bold:** The ability to be bold in how we think, speak and act

**ADDITIONAL INFORMATION**

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: August 2022



## PERSON SPECIFICATION

JOB TITLE: Patient Experience Involvement Officer	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Degree level qualification or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of continued development particularly in Patient and Public Involvement/engagement.</li> </ul>
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Engaging and involving colleagues, stakeholders and members of the public.</li> <li>Coordinating patient and public involvement activities, including co-production.</li> <li>Managing projects within deadlines.</li> <li>Secretarial/PA experience at a senior level.</li> <li>Organising and planning meetings and events.</li> <li>Taking comprehensive accurate minutes.</li> <li>Developing administrative processes.</li> </ul>	<ul style="list-style-type: none"> <li>Analysing information and producing and presenting reports.</li> <li>Experience of working within a large organisation.</li> </ul>
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Ability to communicate clearly and with a wide range of audiences, written and verbal</li> <li>Ability to build and sustain internal and external relationships</li> <li>Able to relate to a wide range of people and manage conflict in a sensitive and confident manner.</li> <li>Ability to analyse data and write reports, identifying trends</li> <li>Able to manage own workload and use initiative.</li> <li>High level of confidentiality and diplomacy</li> <li>Excellent planning and organisational skills</li> <li>Ability to work in a challenging and busy environment and meeting tight deadlines</li> <li>Full range of PA required office skills including:</li> <li>Excellent keyboard skills.</li> <li>Able to relate and respond to complex</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the NHS and challenges for patients and carers.</li> </ul>



<ul style="list-style-type: none"> <li>and sensitive enquiries.</li> <li>• Ability to take notes at meetings and produce minutes.</li> <li>• Able to develop, establish and manage administrative systems.</li> <li>• Knowledge of the public involvement agenda and legislation.</li> <li>• Knowledge of public involvement and view seeking methodologies.</li> <li>• Knowledge of inclusion.</li> <li>• Knowledge of the full range of administrative and organisational procedures acquired through training and experience.</li> <li>• Advanced level knowledge of Microsoft Outlook, Word, Power Point, Excel, Access, Publisher</li> </ul>	
<b>OTHER SPECIFIC REQUIREMENT</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Able to exercise initiative, work independently and identify opportunities for improving systems and ways of working.</li> <li>• Good time management and a flexible willing attitude to work.</li> <li>• Ability to work across boundaries, integrating with multidisciplinary staff in relation to arranging meetings and formulating responses.</li> <li>• Empathetic, caring attitude towards patients and their carer's, relatives and representatives.</li> <li>• Professional attitude to work, diplomatic and calm under pressure.</li> <li>• Professional personal appearance.</li> <li>• Pleasant, courteous and approachable.</li> <li>• Confident.</li> <li>• Will be required to travel to a range of locations.</li> <li>• May be some weekend and evening work to attend Patient &amp; Public Involvement meetings/events.</li> </ul>	

