

# Job Description

Position	Governance Quality Facilitator
Division:	Medical
Responsible to:	Risk and Governance Manager
Responsible for:	N/A
Reports to:	Lead Governance Facilitator
Band:	5
Location:	East Surrey Hospital
Hours of work:	37.5
Disclosure required:	

## Job purpose

- Acts as the divisional point of contact for patient experience.
- Provide professional and comprehensive service to patients and staff accessing divisional governance systems with a clear understanding of confidentiality and the need for discretion and sensitivity.
- Supports the Risk and Governance Manager in promoting good quality governance systems across the division.
- Undertake quality analyses of the complaints process and develop short-, medium- and longer-term actions which seek to improve care, safety, and the patient experience.

## Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

<b>Dignity and Respect:</b> we value each person as an individual and will challenge disrespectful and inappropriate behaviour.	<b>One Team:</b> we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.
<b>Compassion:</b> we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.	<b>Safety and Quality:</b> we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.

## Our objectives

1. **Safe** – Deliver standardised, safe, high quality care, which pursues perfection and puts SASH in the top 25% performers nationally.
2. **Effective** – As a teaching hospital, deliver effective and sustainable clinical care, which focus on outcomes, innovation and technology.
3. **Caring** – Develop the compassionate care we provide in partnership with patients, staff, families, carers and community services.
4. **Responsive** – Be the hospital of choice for our local people delivering services in response to the needs of our population.
5. **Well led** – Be a high quality employer that focuses on staff health and wellbeing and delivers patient-centred, clinically-led, efficient services.

## Key working relationships

### Internal

Risk and Governance Manager for Medicine, Surgery, Women & Children (WACH) and Cancer & Diagnostics, Deputy Chief Nurse, Deputy Chief Operating Officer, Medical Division Governance Quality Facilitator, Corporate Customer Care Manager/Administrator, Patient Experience Co-ordinators in Surgery and WACH, the PALS team, and the executive administrative support team.

### External

Patients, relatives, carers, visitors, voluntary and advocacy services, Health Service Ombudsman, and members of the wider health economy.

## Medicine Governance Team Structure



## Main duties and key responsibilities

1. Act as frontline point of contact for discharged patients requiring a call back, complainants, the divisional management team, the customer care manager, and external contacts including senior members of the wider health economy.
2. Provide information to complainants to facilitate their use of the Trust's complaints procedure.
3. Provide follow-up information and escalate issues which are required for the purpose of post discharge telephone contact with elderly patients who have undergone a complex discharge home.
4. Provide a supportive service and maintain professionalism when dealing with emotionally charged and distressing situations.
5. Case management of divisional complaints and post discharge telephone contact with patients including allocating complaint investigations to appropriate individuals, making judgements about quality of statements from clinical colleagues, promoting working within agreed timescales, and prompt escalation of any concerns.
6. Support divisional responses to complaints by planning and facilitating robust clinical investigations and compiling investigation details to support the divisional management team in formulating complaint responses.
7. Escalating areas of risk and patient safety raised by the investigation of complaints.
8. Drive a timely response to complainants by agreeing realistic response dates with the complainants, escalating delayed responses from Trust staff appropriately, and communicating complaint management progress back to the complainant.
9. Facilitate Local Resolution Meetings (LRMs) including the organisation of the meetings, taking and transcribing minutes, and driving the closure of further actions taken as a result.
10. Facilitate quality evaluation and service improvement of the divisional governance programme by working with the divisional audit facilitator to facilitate quality audits of divisional governance processes.
11. Facilitate day-to-day administration, development, delivery and implementation of the quality and clinical governance agenda.
12. Maintain accurate and complete electronic records, including use of the Datix system, as per Trust policy.
13. Work with clinical colleagues to monitor the implementation of actions plans which are raised as a result of all complaints investigations.

14. Support the Lead Governance Facilitator in the collection of data and analysis of trends and actions to link to the other key areas of governance (effectiveness, risk, patient safety) for performance reports to the division and wider Trust team.
15. Identify and escalate divisional training needs in the area of complaints management.
16. Provide education to clinical colleagues regarding the Trust complaints management process.
17. Support the robust delivery of effective quality, patient safety, and patient experience processes.
18. Promote a culture of learning and improvement through the mastery and usage of SaSH+ methodology.
19. Participate in the regular appraisal of own performance and development needs, contribute towards team objectives, and undertake training and development activities in agreement with the Lead Governance Facilitator.
20. Be an effective team member with the divisional management team in creating a culture of continuous quality and safety improvement within the division.
21. To undertake any other duties, responsibilities, or projects requested by members of the divisional senior management team.
22. Partake in cooperative working and cross cover with colleagues in other divisions as workload allows as agreed by the divisional senior management team.

## Key attitudes and behaviours

- Respect
  - ✓ Treat all patients, staff, and stakeholders as equals and be polite and professional at all times.
- Pride
  - ✓ Take ownership of workload and strive to meet performance expectations with a good quality service.
- Commitment
  - ✓ Exhibit a willingness to do whatever it takes to fulfil the duties of the position.
- Innovation
  - ✓ Have the courage to suggest new ideas/new ways of working to promote improved processes and create a better service and experience for patients, staff, and key stakeholders.
- Helpfulness
  - ✓ Support patients, staff, and key stakeholders in order to provide a good quality service and foster key working relationships as well as promoting a supportive Trust reputation.

This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.

## General

### Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence for Gross Misconduct under the Trust's Disciplinary Policy, and could also result in criminal prosecution. All staff must work in accordance with the General Data Protection Regulation (GDPR) and familiarise themselves with the Trust's information governance and related policies and procedures.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

### Safeguarding vulnerable adults, children and young people

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

### No Smoking Policy

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

## **Research**

The Trust manages all research in accordance with the UK Policy Framework for Health and Social Care Research. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards.

## **Intellectual Property**

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

## **SASH+**

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SASH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.



Essential	Desirable	Evidenced by
<b>Qualifications</b>		
<ul style="list-style-type: none"> <li>English and Maths GCSE's Grade C or above</li> <li>Educated to degree level or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>IM&amp;T Qualification</li> <li>Root Cause Analysis Training</li> </ul>	Application
<b>Experience</b>		
<ul style="list-style-type: none"> <li>Supporting a multi-disciplinary senior management team</li> <li>Managing effective relationships between Division and Corporate Teams</li> <li>Working to target based performance expectations</li> <li>Managing relationships and communication to a diverse range of internal and external stakeholders</li> <li>Teaching about complaints management</li> <li>Coaching regarding formulating statements and responses to complaints</li> <li>Experience of utilising specialty software to enhance delivery of service</li> <li>Proven experience of supporting investigations</li> <li>Experience of implementing process change</li> <li>Experience with writing complaint responses</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using the Datix system</li> <li>Clinical background</li> </ul>	Application/Interview/Test
<b>Knowledge, Skills and Competencies</b>		
<ul style="list-style-type: none"> <li>Knowledge of complaints procedures, data protection, the public involvement agenda, legislation, and clinical governance</li> <li>Provide and receive complex sensitive or contentious information</li> <li>Is able to provide advice to staff and patients regarding a range of issues including the complaints process</li> <li>Ability to analyse data and trends to identify areas for improvement within own workload</li> <li>Ability to manage a varied workload with minimal supervision.</li> <li>Able to deal sensitively with challenging situations with members of the public</li> <li>Able to deal with conflicting demands ensuring key priorities and deadlines are met through effective time management</li> <li>Ability to manage difficult conversations</li> <li>Excellent liaison, negotiation and listening skills</li> <li>Understanding of the Duty of Candour Process</li> </ul>		Application/Interview

Behaviours and Values		
<ul style="list-style-type: none"> <li>• Flexibility in shift/working patterns to meet the needs of the service</li> <li>• Is able to participate as a team member</li> <li>• Is of good health and good character</li> <li>• Willing to accept additional responsibilities as delegated by senior staff</li> <li>• Strong IT Skills in Microsoft Applications</li> </ul> <p>Displays SASH Values:</p> <ul style="list-style-type: none"> <li>• Dignity and Respect</li> <li>• One Team</li> <li>• Compassion</li> <li>• Safety and Quality</li> </ul>		Application and Interview