

Patient Experience Manager

Department: Health & Community Services

Division: Chief Nurse Office.

Reports to: Chief Nurse

JE Reference: HCS585.1

Grade: CS 13

JE Date: 04.07.2024

Job purpose

The Patient Experience Manager leads and develops accessible and values-based patient services, resolving concerns and complaints promptly and effectively. They drive improvements across Health and Community Services (HCS) by fostering strong relationships with care groups and ensuring a responsive, customer-focused approach. The role involves leading the Patient Experience teams, developing policies, and ensuring compliance with government complaints policies. The manager collaborates with the Quality and Safety team to report and utilize patient feedback, promoting HCS-wide learning and best practices. They also oversee patient feedback platforms and integrate patient insights into operational decisions.

Job specific outcomes

1. Ensures new regulations and processes are communicated and embedded across Health & Community Services (HCS) through a high-quality training program, resulting in comprehensive staff understanding and compliance.
2. Analyse and identify issues of concern from complaints. Shares good practices, identifies trends, and recommends remedial actions, leading to informed decision-making and improved patient services.
3. Collaborates with the quality and safety team to disseminate feedback and lessons learned, supporting complaints resolution and fostering continuous improvement.
4. To manage, lead and develop all areas under the umbrella of the patient experience team. Ensures performance, attendance, training, and appraisals are managed according to HCS policy, embedding a proactive and customer-focused culture that resolves concerns early.
5. Provide expertise and work closely with staff across HCS, often in difficult and contentious circumstances, to ensure complainant correspondence is handled appropriately and responses are timely and of high quality, maintaining trust and satisfaction.

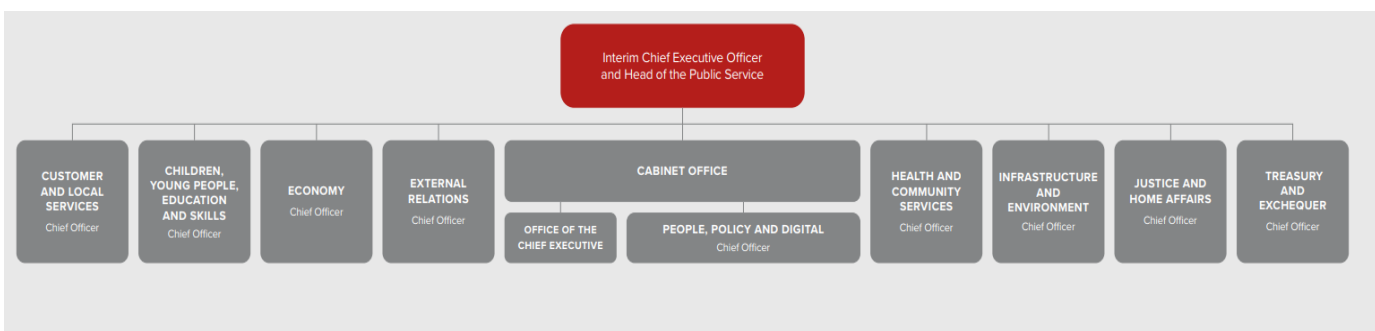
6. Influences organizational change by promoting the HCS vision and person-centered care, driving behavioral and cultural changes that enhance relationships with patients, carers, volunteers, and the public.
7. To develop/maintaining strong links with care groups with the aim of strengthening the learning and improvements possible through the review and interpretation of feedback from all sources, ensuring it informs improvements and service developments.
8. Responsible for the day to day operational and budget management of the Patient Experience Team, Volunteer and Translation Service, ensuring efficient resource use.
9. Reports to the Chief Nurse on qualitative and quantitative data to ensure that the experience of care, patient voice and person-centred approach is at the fore front of decisions and demonstrates responsiveness.
10. Use real time patient feedback, to analyse and interpret trends in patient experience data to identify trends and measure the impact of service changes, ensuring continuous improvement.
11. Produces comprehensive monthly, quarterly, and annual reports for to committees, the board and central government contributing to data triangulation and organisational learning.
12. Supports the creation and expansion of an organisation-wide volunteer program, enhancing service delivery through volunteer contributions.
- 13.

Statutory responsibilities

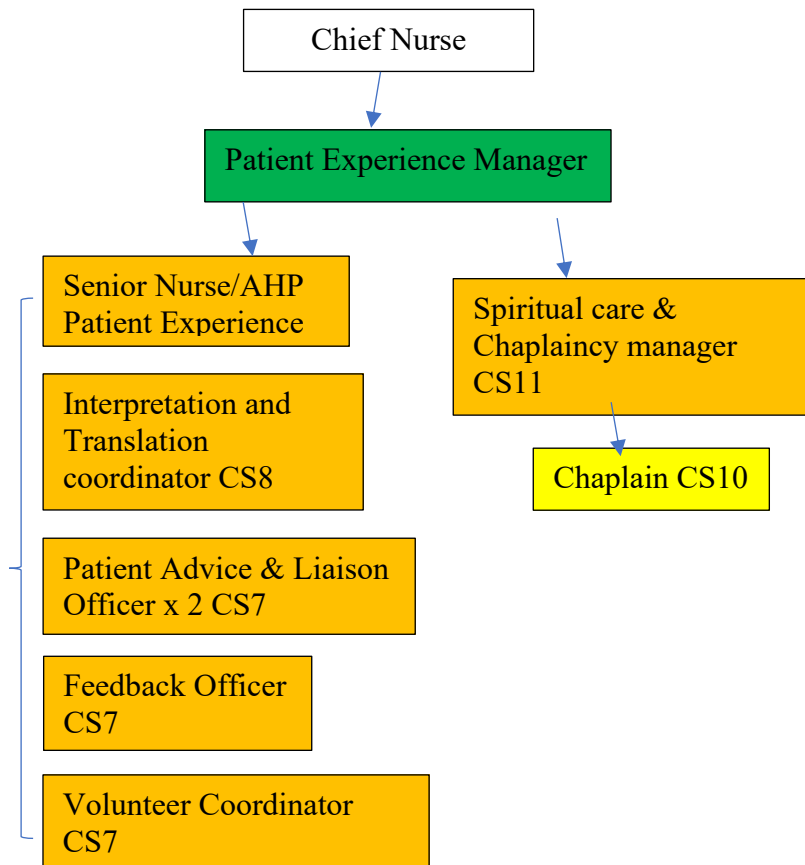
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Education to degree level standard or equivalent specialist knowledge and/or experience in patient/customer experience and/or governance related field. Evidence of recent or ongoing training and development in leadership and management, 	
Knowledge	<ul style="list-style-type: none"> Detailed knowledge of current issues and 	Knowledge of GoJ Customer Feedback

	<p>guidance relating to Patient Experience</p> <ul style="list-style-type: none"> • Knowledge of the local community and issues they may face 	Policy and core requirements.
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> • An ability to rapidly identify and define problems, collect, and analyse data, establish root cause, and identify and implement optimal solutions. • Ability to convey complex information and processes to a variety of audiences in a straightforward manner 	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> • Ability to work on own initiative and organise workload, allocating work as necessary, working to tight and often changing deadlines. • Ability to challenge traditional approaches. • Resilience, coping with adversity and ambiguity. • Strategic and operational management skills • Exceptional organisational skills • Proven record of proactive performance management • Problem solver with sensitivity to contentious issues. • Strong team player who works effectively with other team members and is supportive of them. 	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> • Experience of effective partnership working with a range of stakeholders • Knowledge and understanding/experience of the principles of good complaint handling. • Developing policies and managing strategic change 	Demonstrate experience in working directly with clinicians, managers, and other staff on patient related concerns.

	<ul style="list-style-type: none">• Experience of developing, leading, and establishing teams and services• Experience of working directly with patients and carers.• Evidence of considerable experience within a patient experience agenda• Demonstratable experience in dealing with patients and members of the public in sometimes difficult and confrontational situations.	
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