

SINGLE CORPORATE SERVICES

Quality Governance
Patient outcomes

| | | |
|------------------------|--|--|
| Job title: | Patient Outcomes Officer | <i>To be completed by HR Job Reference Number</i> |
| Reporting to: | Head of Patient Outcomes | |
| Accountable to: | Associate Director of Quality Governance | |
| Pay Band: | 5 | |

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

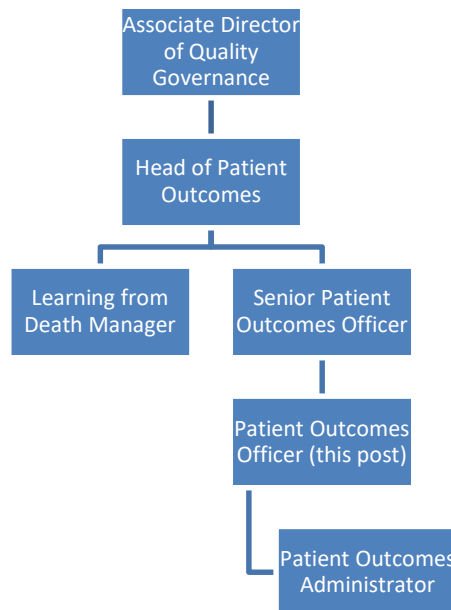
Job purpose

To ensure both Trusts meet their legal and regulatory obligations associated with patient outcomes and to ensure that there are robust arrangements in place to continue to be well led organisations. This includes assurance and escalation as necessary.

Job summary

- To support the Head of Patient Outcomes and Associate Director of Quality Governance in achieving the delivery of a range of projects relating to the patient outcomes portfolio.
- Assist the Head of Patient Outcomes in each Trust with (service to division) level collation of information across the full range of patient outcomes (quality outcome) data available, for regular reporting to the Patient Outcomes meetings across the Group:
 - a. National Audits and benchmarking
 - b. GIRFT and Model Hospital
 - c. NICE compliance
 - d. National Confidential Enquiry into Patient Outcome and Death (NCEPOD)

Organisational Chart



Specific Core Functions

- Support the Head of Patient Outcomes and the Senior Patient outcomes Officer with implementation of a coordinated approach to National Audits and benchmarking; GIRFT and Model Hospital; and NICE compliance.
- To oversee and support as required with registration and management of all National clinical audits, GIRFT visits and NICE Guidance across both Trusts.
- To provide support in the design and maintenance of the Patient Outcomes Intranet website.
- To provide support in the design of audit questionnaires and gap analysis tools.
- Provide and receive complex or sensitive information relating to governance and patient outcomes issues across the Trust, especially in respect of but not limited to National Institute for Health and Care Excellence guidance (NICE) and National Confidential Enquiry into Patient Outcome and Death (NCEPOD).
- Communicating and monitoring with both internal and external partners/agencies as appropriate and updating records and spreadsheets.
 - a. Provide and receive complex, sensitive and contentious information orally, in writing and electronically to inform work. This could be with Trust or with partner organisations across the public, private and third sectors. This may include confidential corporate or programme data.
- Building and managing delivery plans in line with agreed priorities
- Gathering and receiving information, often of a complex and sensitive nature
- Communicate programme sensitive information requiring agreement or co-operation from senior managers, and stakeholder organisations, and provide advice as necessary.
- Liaise, develop and build relationships and effective lines of communication with key partners.
- Summarise reports and other key documents as requested by the Head of Patient Outcomes.
- Maintaining effective working relationships with team members whilst keeping in close communication on the status of on-going and pending tasks/actions

- Responding to written and verbal enquiries from a range of external contacts, ensuring these are handled appropriately and forwarded as necessary to the appropriate person
- Acting as a contact point for external organisations on matters relating to own specific area of work via telephone, email and face-to-face communication.
- Participate in Patient outcomes training/awareness programmes and drop-in clinics, to impart NICE and clinical audit knowledge and experience on behalf of the team.
- Design data collection tools using dedicated software and or Excel spreadsheets, ensuring accuracy and validity of data using verification processes as required by the Head of Patient Outcomes. Ensuring appropriate information is available in a timely manner.
- Negotiating and meeting with colleagues using expert technical knowledge to ensure audit tools produced fit the intended purpose to ensure the successful outcome of these projects.
- Work without supervision managing and prioritising a range of specific national audit projects with colleagues, seeking advice from the Head of Patient Outcomes when required.

Key Responsibilities

Communication and Working Relationships

The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;

- a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
- b) providing and receiving complex or sensitive information,
- c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.

Planning and organising

Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

Physical Skills

The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error, or the post requires highly developed physical skills, where accuracy is important, but there is no specific requirement for speed. This level of skill may be required for manipulation of fine tools or materials.

Patient Client Care

Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

Policy and Service Development

The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.

Financial Management

The post holder will be an authorised signatory for small cash/financial payments.

Management/Leadership

The post holder is responsible for day-to-day supervision or co-ordination of staff within the Patient outcomes team. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.

Information Resources

The post holder is responsible for the operation of one or more information systems at department / service level where this is the major job responsibility.

Research and development

Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

Physical effort

A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

| Criteria | Essential | Desirable | How criteria will be assessed |
|-----------------------|--|---|-------------------------------|
| Qualifications | First Level Degree (or equivalent) NVQ Level 4 (or equivalent) | | |
| Experience | Evidence of significant experience in system administration Excellent verbal, telephone and written communication skills. Ability to use own initiative and deal with competing priorities. Works autonomously but can seek advice when necessary/manages a discrete area of work. | Experience of working in a clinical environment | |
| Knowledge | Understanding of the role of patient outcomes and the wider national agenda Understanding of how to gather data, compile information, and prepare basic reports Advanced skills in the use of Information Technology using Microsoft Office with knowledge of word processing, spreadsheets, database and presentation software Excellent skills to communicate effectively, both verbally and in writing including attention to detail and high standards of accuracy Planning and implementation skills including the ability to design, implement and evaluate all processes, systems and operating procedures Organisational and presentation skills Good customer service skills. | | |

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all times; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults' policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves.
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of

the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date

- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.