

SINGLE CORPORATE SERVICES

PATIENT EXPERIENCE SERVICE

Job title:	Complaints Case Handler	To be completed by HR
Reporting to:	Experience of Care Lead	
Accountable to:	Experience of Care Lead	
Pay Band:	Band 6	Job Reference Number

As part of the Single Corporate Service, this role is a designated site-based role, however, the post holder will be part of the Corporate Service team which 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 summary

The post holder will:

- Analyse the issues raised to inform the complaint investigation
- Quality Assure complaint responses
- Liaise with staff and complainants
- Analyse information received in investigation reports
- When required. formulate high-quality detailed letters that reflect investigation reports obtained, and which can be sent to the complainant and other relevant bodies under cover of a letter from Chief Executive,
- Risk rate and categorise the issues raised to inform the data analysis and reporting process

Specific Core Functions

- The Post holder will be a key member of the Experience of Care Team with a focus on ensuring that the Trust's response to complaints is of high quality and ensures that we are learning lessons and delivering quality improvements from this valuable form of feedback.
- The post holder will support the Clinical Divisions to ensure that complaints are robustly investigated.
- The post holder will ensure that all information relating to complaint handling is uploaded to the DCIQ system to enable transparency in complaints handling and support the provision of data to regulators as required.

- To triage all new complaints for action, ensuring that all complaints are acknowledged within 3 working days and that complainants are kept informed of progress at all times.
- To assist divisional teams in the production of formal written responses on behalf of the Chief Executive, ensuring a high standard of accuracy and quality.
- Attend Local Resolution Meetings, in support of divisional staff, capturing robust action notes, and ensuring support is provided to attendee's.
- Manage the complexity of issues across consent, safeguarding and patient safety arising in complaints – escalating to the Experience of Care Lead and/or wider teams as and when required.
- Oversee the maintenance of accurate and relevant DCIQ information to ensure there is a robust system for producing accurate and timely reports and comply with Trust Information Governance policy and Data Protection Act.
- To work with the Complaints Administrator to co-ordinate the process of responding to the Parliamentary and Health Service Ombudsman when notification is received regarding complaints they intend to review, ensuring that relevant documentation is provided, and that Care Groups and Divisions are kept up to date with progress of review.
- Managing Freedom of Information requests ensuring that the information is provided to the FOI Team within the deadline set.
- Be able to constantly re-prioritise in the face of fluctuating volumes of work and be resilient in difficult and/or sensitive situations involving conflict, bereavement and challenge.
- To support senior staff in the production of action plans in keeping with the recommendations of complaints which are upheld by the Ombudsman.
- To produce and present regular training sessions for Trust staff in Customer Care and Complaints Handling.
- To support the Experience of Care Lead in providing regular updates on any emerging themes or serious complaints as part of the learning culture in complaints handling.
- Support the Experience of Care Lead to maximise the opportunities for learning from our patients and their families' experience.
- Provide leadership, supervision, development and support to junior members of the team, acting as a positive role model at all times.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

Analytical and Judgement

- Review complaint files and assess if the information provided addresses all issues raised in the complaint; identify missing information and/or discrepancies and escalate issues of concern to divisional staff for consideration of further action and pursue issues with appropriate staff.
- Summarise the complaint, identify 'Experience of Care' categories and risk rate the complaint on conclusion of the process in a timely manner, in order to contribute to the department's data analysis and reporting requirements.
- Utilise Trust systems as necessary to obtain further detail or clarification in order to respond to a complaint, including the consideration of whether it is necessary to request the patient's medical records in order to clarify the content of reports.
- Using the information in the investigation reports, extrapolate key and appropriate information in order to formulate responses to patients/other relevant bodies.
- If further contact is received from a complainant after a first response, assess appropriate action under the supervision of Experience of Care Lead, to include the arrangement and facilitation of Local Resolution meetings, or further investigation and provision of a further written response.
- The post holder will be required to make a judgement on the severity of the issues raised and refer this directly to the appropriate process i.e. Adult Safeguarding.

Planning and organising

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.
- Independently manage workload, which will include responding to complex, sensitive complaints and with minimal direction of Patient Experience Lead.
- To be accountable for own actions, using own initiative to manage and co-ordinate day to day workload, re-prioritising as necessary.
- Work safely at all times and escalate concerns regarding inappropriate behaviour of clients. Be aware of Trust policy for security and lone worker guidelines.
- Assist the Patient Experience Lead with the preparation of cases for the Parliamentary and Health Service Ombudsman and any subsequent action required after a PHSO investigation

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

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 the implementation of policies for a team/department and proposes policy or service changes which impact beyond own area of activity.
- Contribute to the development of best practice standards and share learning across the team
- Contribute to the dissemination of learning outcomes identified during the course of complaint investigations, attending relevant meetings where appropriate.
- Contribute to the development of promotional department materials such as leaflets, posters and website content.
- Promote the work of the department to raise the profile of the department within the Trust.

- Support the Patient Experience Lead in ensuring that relevant policies and procedures are updated in line with national guidance.

Financial Management

- There are no budgetary responsibilities for this role.
- To ensure resources are used effectively.
- The post holder will be responsible for maintaining the safety of own equipment, and ensure security of office / information

Management/Leadership

- The post holder is responsible for day-to-day supervision or co-ordination of staff within the Complaints Team. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.
- The post holder will be required to guide divisional staff in relation to complaints investigations using tact and diplomacy.
- Contribute to the compilation of departmental training materials and to the delivery of training to other staff groups.
- Ensure own mandatory training is undertaken relevant to the job role.
- Demonstrate continuing professional development within the post.

Information Resources

- Ensure all complaints documentation and record keeping is accurately maintained, on the DCIQ system

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

- The post holder is guided by general health, organisational or broad occupational policies, but in most situations the post holder will need to establish the way in which these should be interpreted.

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 unpredictable, or there is an occasional requirement for prolonged concentration.

Emotional Effort

- Frequent exposure to distressing or emotional circumstances, or occasional exposure to highly distressing or highly emotional circumstances, or frequent indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Frequent exposure to unpleasant working conditions, or occasional exposure to highly unpleasant working conditions.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	Educated to degree level or equivalent experience in health or social care complaints handling. Proficient in the use of Word, Excel, PowerPoint, Outlook, internet and database management. Staff and general management training.	PHSO Complaints Training - Taking a Closer Look – how to investigate and respond to a complaint.	Application and interview
Experience	Experience of line management. Experience of complaints handling, including writing responses to complaints Experience of working in a busy customer service environment. Experience of working within an NHS or Social Care environment. Experience of the implementation of projects that impact upon the reputation and functioning of a large organisation. Experience of creating presentations and presenting to large audiences. Facilitating workshops or training sessions.		Application and interview and assessment
Knowledge	Excellent verbal, telephone and written communication skills.	Knowledge of the Local Authority, Social Services	Application and interview and assessment

	Advanced knowledge of NHS Governance and Risk Management. Knowledge of Data Protection Act or Freedom of Information Act legislation. Demonstrate tact and diplomacy when dealing with highly sensitive issues and maintain confidentiality. Well-developed influencing skills across hierarchies and disciplines. Ability to create comprehensive report and letters. Excellent presentation skills and experience. Excellent time management skills with the ability to re-prioritise. Problem solving skills and ability to respond to sudden unexpected demands. Skills for supporting project management.	and NHS Complaints Regulations 2009 Knowledge and understanding of key agencies. E.g. Parliamentary & Health Service Ombudsman, Caldicott, Freedom of Information, Data Protection.	
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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 time; 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 every day 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.