**Purpose:** Contribute to and deliver Organisational Development aspects of the Development Strategy. The post holder will provide a comprehensive, professional and effective administrative/coordinator support service to the Governance Team and assist the Clinical Lead for Quality in the management of complaints/concerns received by Benenden Hospital

**The post holder will:**

* Undertake specific project work when required, directed by the Clinical Lead for Quality or the Head of Governance, Compliance & Risk
* Be responsible for effective administrative systems to ensure timely and effective Incident Management and Complaint Management
* Assimilate, manage and communicate a wide range of information, some of which will be complex and may involve sensitive

information to senior managers, clinicians and medical staff

* Work as an integral member of the Governance Team, covering for other team members as necessary
* Have a patient centred and customer focused approach, establishing and maintaining effective communication channels either by

telephone or other media

**Role Profile – Governance Coordinator (Patient Experience)**

**Values**

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business


**Key Result Areas**

* Responsible for the Patient Experience Survey and the updating of the Patient Experience Boards
* Responsible for the delivery of the Complaints Service - ensuring lessons learned are used to improve patient care
* To ensure all complaints and concerns are thoroughly investigated in a timely manner - including monitoring progress of the complaint investigation and liaising with senior staff in respect of resolving potential delays
* Monitor the datix reporting system, assisting with the closure of complaints
* Co-ordinate Governance related Subject Access Requests, including the timely sending out of appropriate records.
* Administer and maintain accurate claims files including correspondence and invoice billing records
* Assist the Clinical Lead for Quality to undertake a wide range of work procedures/reports using complex or sensitive information
* Ability to speak with patients and members of staff from different positions across the hospital
* Oversee PROMs in order to monitor uptake and outcomes escalating issues of concern
* If required, assist in the implementation and administration of quality surveys

**Skills and Experience**

* Confident and assertive in approach, able to problem solve and show initiative when necessary. Excellent customer-centred approach. Previous relevant experience, within a health care environment. Excellent IT skills ie Datix, Microsoft Office and other applications relevant to the role. Proven ability to undertake multiple tasks under pressure.
* Methodical and well organised with a high level of attention to detail
* Demonstrates team working ethos
* Effective verbal and written communication using tact, discretion and diplomacy.

**Measurement**

* Understanding of Feedback/Complaints ensuring that the correct manager is assigned in order to resolve issues.
* Feedback and complaints dealt with in accordance with Complaints Handling Policy
* Comply with Hospital Policy
* Accurate record keeping
* Comply with all mandatory and statutory training
* Governance SAR requests managed within given deadline

**Departmental Structure**

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| --- | --- |
| **Role Holder’s Signature** | **S Kibble** |
| **Date** | **26/05/2021** |