

Job Description

Job Title: Patient Engagement Lead

Accountable to: Regional Manager

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

The role

At the Patient Engagement Lead, you'll be responsible for the improvement and stability of patient engagement activities and patient satisfaction through effective service user engagement and peer led forums, the planning and delivery of projects/programmes in line with patients' needs and priorities, involving patients (where possible) in project and training delivery. You'll act as a point of contact and respond to patient engagement enquires from staff, external partners and patients. Additionally, within this role, you will be responsible for the oversight and management of the health champion peer support model, including the delivery of Health Champion training across the region. You'll ensure statutory and organisational requirements are met, that patient engagement activities are conducted frequently across all sites with timely evaluations and feedback/recommendations are communicated with patients, staff and external partners where necessary. Work collaboratively with

senior management to assist in establishing patient reviews of new innovations for business development. Create and sustain effective relationships and communication routes with commissioners and prison staff. Support the patient engagement National Lead to implement and embed that Patient Engagement Strategy. Ensure the patient voice and experience is heard and shared and continuously look for ways to enhance the development of patient engagement within the organisation.

You will;

Provide outstanding patient experience by seeking out, listening to and acting on their feedback, so that care is personalised and informed by what matters to them. You will work closely with patients, healthcare and prison colleagues to ensure the patient is at the centre of service delivery.

Deliver a fully embedded process for patient engagement to manage compliments and complaints, to ensure patients' needs are met. This will include a high quality and timely response to deliver the best outcome for the complainant along with a robust system to learn lessons from patient complaints.

Inspire excellence by forging strong links with our partners and stakeholders and providing a service that people can trust, feel safe within, and feel proud of.

Promote best practice when it comes to peer and patient support processes and continuous quality improvement, embedding a culture of shared learning.

Share knowledge, skills and expertise to ensure safe care, building strong multi-disciplinary teams and supporting each other to do a great job.

About you

- Applicants must hold English and Maths at GCSE level C/4 or above **or** Functional Skills Level 2 in English and Maths (certificate evidence will be required)
- I.T competent (Microsoft office programmes)
- A commitment to further training/education and continuous professional development.
- Peer representative in a criminal justice setting (including health, housing, substance use)
- Face to face engagement
- Group facilitation/note taking
- Service user involvement with disadvantaged groups
- Equality, diversity and inclusion with disadvantaged groups
- Ability to advocate for patients
- Project development and planning
- Prioritising workload
- Excellent communication skills
- Committed to patient care and first class service provision.
- Flexible and proactive attitude to working arrangements.
- Applications welcome from individuals who have experienced a custodial sentence.
- Willingness to share lived experience in this role.



Additional information

Disclosure and Barring Service- a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

Prison Vetting- a HMPPS (His Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

Education and Training- continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives.