



Information for applicants

PATIENT EXPERIENCE LEAD

**YORK, HULL &
SCARBOROUGH**

PUTTING OUR PATIENTS AND OUR PEOPLE FIRST



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1. Background

Haxby Group is a high-quality, community-based healthcare organisation, with general practice at its heart. We deliver exceptional care from 10 GP surgeries across York, Scarborough, and Hull, serving more than 95,000 patients. Haxby Group has been rated Outstanding by the Care Quality Commission (CQC) in York and Hull. It has been rated as Good in Scarborough.




We are dedicated to improving the health of the communities we serve and have an innovative approach to ensuring we provide outstanding care. We are actively involved in research projects with the aim of improving patient care, and our digital-first ethos has contributed to reducing waiting times for access to services.

Our large and diverse team of Doctors, Nurses and Advanced Practitioners have decades of expertise, providing a range of care in a safe, friendly environment, with support from highly experienced Health Care Assistants, Clinical Pharmacists, and other non-GP clinicians. Supporting the patients and our clinical team are the large front of house and back-office teams ranging from Patient Services, Care Navigators, Clinical Administration Support and more.

Alongside the full range of NHS GP services, we provide minor surgery, vasectomies, and contraceptive procedures as well as providing some non-NHS services.

As the host for the Workforce and Training hub in Humber North Yorkshire, we offer training services through Haxby Group Training. We are committed to training all our staff, from Clinical Administration and Call Handlers, through to our Nursing team, and including all stages of undergraduate and postgraduate medical education. As a Primary Care Training and Workforce Hub in Humber Coast and Vale, we also provide support for a growing network of local practices, co-ordinating local schemes on behalf of Health Education England.

We have a clear mission “To deliver high quality, compassionate care to our local communities with an innovative and ethical mindset” and we achieve this by applying our organisational values:

 Patient-centred Being Patient-centred means that everything we do should be to improve our patients' experience and outcomes, as patient care is the purpose of the organisation and at the heart of everything that we do.	 Innovative Being Innovative means being forward-thinking, using technology and research to improve patient care and sustainability, adapting to changing landscapes to remain relevant and effective.	 Professional Being Professional includes being honest, having a positive attitude, taking responsibility, having high standards of training, being kind and courteous, maintaining professional relationships and treating everyone with respect.
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More information can be found at www.haxbygroup.co.uk



2. Job Description

Job Title: PATIENT EXPERIENCE LEAD

Reports to: ASSOCIATE DIRECTOR OF GOVERNANCE

Structure:

Director of Clinical Governance > Chief Executive Medical Officer > Operational Board Partners/Directors

Job Summary:

The Quality (Governance) Team is responsible and accountable for continually improving the quality of our services and safeguarding high standards of care by creating an environment in which excellence in patient experience and outcomes can flourish and thrive.

The Quality Team provide assurance of high-quality care to the Board and support clinical and non-clinical services to achieve that assurance by leading a culture of excellence to enable the delivery of safe, high-quality care to patients that is evidenced by good outcomes and patient feedback, listening to the people's voice to continuously learn and improve.

The role of the Patient Experience Lead is a key role that will support Haxby Group's continued drive to provide high quality, safe services by being a proactive learning organisation.

The postholder will monitor, investigate and respond to patient complaints and monitor patient compliments and feedback in collaboration with the local Management and Clinical Teams. The role will operate across York, Hull and Scarborough practices, and will be supported by a Patient Experience Team Administrator based in each of our three places and who cover the other locations when colleagues are absent.

The post holder will provide support to the General Management Team, Associate Director of Governance and Director of Clinical Governance in relation to local and wider system learning from complaints.

You must work at all times within your own competence and use your own judgement, knowledge and common sense in your day-to-day activities.

Patient Experience Lead Responsibilities:

This role will ensure that:

- The voice of the patient (and relatives/carers) is heard and responded to appropriately, proportionately and with compassion and respect, providing an identifiable, accessible service to assist patients, relatives and carers with queries, compliments, concerns and complaints.
- The organisation engages effectively with patients, their families and carers, thus gaining a better understanding and insight into issues and complaints raised.



- Support, guide and advise colleagues how to navigate the complaints process with empathy and understanding.
- Manage the day-to-day complaints handling process supported by the Patient Experience Team Administrators under the post holders direct Line Management.
- All complaints are managed in line with the requirements set down nationally through the Local Authority Services and NHS Complaints (England) Regulations.
- All complaints are handled in accordance with the Parliamentary and Health Service Ombudsman NHS Complaint Standards, and Haxby Group Values, Policies and Standard operating procedures.
- Maintain a live tracker of all cases and ensure complaints recording is contemporaneous and accurate, supported by the Patient Experience Team Administrators.
- Maintain the highest standards in investigating and responding to patient concerns and complaints, ensuring opportunities are identified to resolve issues to the satisfaction of the complainant / patient at the earliest opportunity.
- Use skills of empathy, influence, mediation and negotiation to help achieve the most appropriate resolution to a complaint.
- Provide expert advice during all aspects of complaint investigations and throughout the complaint handling process, providing training and support to all staff involved in the process.
- Ensure a robust process is in place to identify and escalate issues from contacts received that require immediate action, e.g. safeguarding issues, professional conduct and significant quality or safety concerns.
- Close monitoring of complaints and patient feedback data including undertaking detailed analysis of themes and learning through regular reports.
- Providing support for the practice complaints meetings and engaging in other quality governance meetings as required.
- Support clinicians, managers and staff across the organisation in processes to learn from patient complaints, compliments and feedback, ensuring accurate identification of issues from contacts with patients, relatives and carers to help drive service improvement.

Business Responsibilities:

- Gather statistics and information as required.
- Undertake assigned tasks, project support, or development.
- Maintain accurate documentation and records using IT as per Haxby Group protocol.
- Follow agreed policies and protocols, seeking guidance from Team Leaders and Managers if required.
- Promote service uptake within the community.
- Uphold and promote Haxby Group's ethos and culture.
- Ensure resource rationalisation.
- Assist in expanding the business's professional offerings.
- Attend in-house governance, educational, and staff meetings.
- Plan, develop, and support new working processes to enhance quality.



- Train staff for optimal performance.
- Build and maintain relationships with other healthcare professionals and external bodies.
- Always behave professionally.

Safeguarding:

- Commit to safeguarding Adults at risk (vulnerable adults), children, and young people.
- Adhere to legislation and policies on Child Protection and Safeguarding Adults and be aware of your duties and responsibilities.
- Recognise signs of abuse and neglect.
- Inform the Safeguarding Lead of any concerns promptly.
- Stay up to date with safeguarding training requirements.

Learning and Development:

- Participate in training programmes, performance reviews, and personal/professional development.
- Develop and use a Personal Development Plan.
- Utilise learning opportunities and share knowledge with the team.
- Undertake mandatory and statutory training.

Team Working:

- Assist and support your line manager in providing a quality service.
- Provide cover during team members' absences.
- Support and facilitate change.
- Undertake additional tasks as required.
- Work effectively as a team member, supporting others.
- Accept delegation from senior staff and manage time effectively.
- Participate in team activities to improve patient care.
- Contribute to team effectiveness by reflecting on activities and making suggestions.
- Support local projects as agreed.
- Delegate duties safely and competently.

Confidentiality:

- Respect patients' privacy and maintain confidentiality.
- Access and share information only with authorised persons as per policies.

Health & Safety:

- Promote and maintain health, safety, and security per the Health & Safety Policy.
- Use personal security systems and manage work risks effectively.
- Keep up with training to update knowledge and skills.
- Use infection control procedures and maintain tidy, hazard-free work areas.
- Report potential risks and accidents promptly and as per the policy.



Equality and Diversity:

- Support equality, diversity, and rights of patients, carers, colleagues and visitors.
- Respect the privacy, dignity, and beliefs of all individuals.
- Behave in a welcoming, non-judgmental manner.

Quality:

- Strive for quality within Haxby Group.
- Alert the team to quality and risk issues.
- Manage time, workload, and resources effectively.
- Work within limitations and cooperate with audits.
- Contribute to achieving high quality standards and initiate improvement projects.
- Work with the Registered Manager to meet CQC standards.
- Collaborate with other agencies to meet patients' needs.

Communication:

- Communicate effectively with team members, patients, carers and visitors.
- Recognise and respond to alternative communication needs.

Other:

- This job title and job description is neither exhaustive nor exclusive and is subject to periodic review and amendments.

3. Person Specification

	Essential	Desirable
Physical Requirements	Able to undertake the requirements of the post.	Excellent attendance record.
Knowledge/Qualifications/Skills	Highly effective communication skills, including experience of communicating with patients in highly contentious situations. Experience of managing or involvement in complaint processes. Experience of conducting complaint or patient safety investigations. Digitally literate.	Management and Leadership qualification or at least one years' experience in a management or leadership role working in an environment governed by legislation on quality standards. Leadership skills with an ability to contribute to and maintain operational delivery in own practice and in collaboration with relevant teams. Experience of successfully developing and implementing quality improvement projects / change management.



		<p>Understanding of information governance requirements and implementing data protection legislation.</p> <p>Experience working in Primary Care (especially General Practice).</p> <p>Developing collaborative working relationships across different teams and sites.</p>
Competencies/Qualities/Attributes	<p>Ability to work autonomously within the scope of the role.</p> <p>Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment.</p> <p>Ability to work effectively as part of a team, to network and build relationships.</p> <p>Excellent communication skills and confidence in writing complex letters and reports.</p>	<p>Ability to identify opportunities to improve service delivery, including through audit.</p> <p>Negotiation and conflict resolution skills.</p> <p>Proven problem solving and analytical skills.</p> <p>Ability to motivate and train colleagues.</p> <p>Reflect and critically appraise own performance and continual professional development.</p> <p>Reliable, flexible, motivated and enthusiastic.</p> <p>Effective time management.</p>
Other	<p>Current UK/EU driving licence and access to car to enable travel to all sites.</p>	

4. Terms and Conditions

Salary: Dependent on skills and experience. Salary range £31- £39k. Pay progression will be dependent upon annual performance appraisal.

Annual Holiday: 30 days plus bank holidays, pro rata for part time staff.

Training: Induction training plus other annual training subject to an agreed personal development plan.

Working hours: Full time position - 38 hours per week. Part time applicants may be considered.

Your working hours will be based around the opening times of Haxby Group, 8.00 am to 8.00 pm Monday to Friday and Saturdays between the hours of 0830 – 1300.



The post-holders exact weekly hours will be agreed according to service and individual needs. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

Benefits: We operate an optional contributory pension and benefits scheme.

The Well-being Simply Health plan will be offered after your probation period.

Other benefits include:

- Uniform allowance
- Full induction package with reviews.
- Annual reviews.
- Annual training day.
- Regular training and updates.
- Social functions.

5. Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: HR.Team@haxbygroup.co.uk Tel: 01904 928076 / 928075

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.