

Head of Complaints

Job Description & Person Specification

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Head of Complaints

Division – Trust Services

Band – 8a

Salary – £50,952 - £57,349

Location – Patient Support & Complaints Team – A206, Bristol Royal Infirmary

Hours of work – 37.5hrs

Contract length – Permanent

Annual leave – Up to 33 days dependant on NHS Service

Pension – The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

What you'll love about working here

We are outstanding! The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust

Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.

As an organisation we encourage further development of all employees to progress upward within their chosen field.

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Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

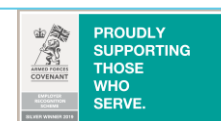
'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

Inspected and rated

Outstanding ★

Care Quality Commission



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Main Duties and Responsibilities

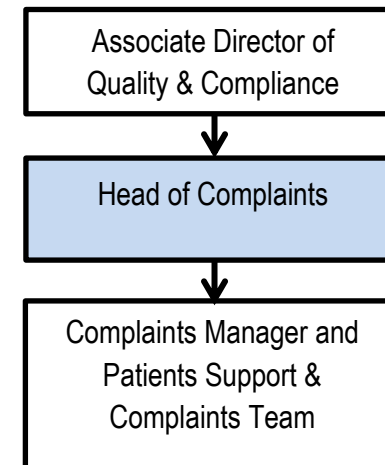
Strategy and overview

- The Trust's expert on NHS complaints handling, providing specialist advice to senior managers and Board members.
- Critical role providing leadership to the Trust's Patient Support & Complaints Team, including a wide range of monitoring and reporting responsibilities to Trust Board level, ensuring delivery of a consistently excellent complaints service to the Trust's patients, their families and carers and members of the public.
- Co-develop and lead complaints-related service improvement initiatives with the Associate Director of Quality & Compliance.
- Vital role in identifying and cascading organisational learning from complaints.
- Key point of operational interface between Divisions and the corporate complaints function.

Complaints handling, analysis and reporting

- Deal with delicate and confidential matters using sensitivity and judgement honed by significant experience of working in NHS complaints and customer care.
- Provide complaints expertise to staff at all levels of the organisation, including in complaints management, identification of themes and trends, policies and processes and statistical analysis.
- Use patient complaints, enquiries, and feedback to monitor the quality of hospital services, identify any problem areas and support the divisions with improvement interventions.
- Produce timely and reliable complaints data for a range of Trust quality dashboards.
- Provide high quality data for a range of regulatory and governance purposes (e.g., annual quality reports, CQC inspections, Clinical Commissioning Group contracts)
- Write the Trust's Quarterly and Annual Complaints reports for the senior governance committees, including Trust Board.
- Liaise with senior managers to identify and address service-level performance issues identified through patient feedback and complaints.
- Promote the importance of welcoming complaints and feedback from patients and the public in monitoring and improving hospital services.
- Take the lead for collecting and collating evidence to demonstrate compliance with the Care Quality Commission's standards on complaints management.
- Ensure appropriate mechanisms are in place to receive and act upon regular feedback from people about their experiences of using the Trust's complaints service – both staff and complainants

Organisational Structure



About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

In addition to a common mission and vision, we share our Trust values:

Respecting everyone, Embracing change, Recognising success and Working together.

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Main Duties and Responsibilities Contd.

Patient Support & Complaints Team

- Role model to Patient Support & Complaints Team
- Responsible for the PSCT's performance
- Directly line manage the Trust's Complaints Manager
- Ensure that all aspects of the team's work-streams are delivered to a high quality, within time and budget.
- Develop the team's annual work plan and oversee the delivery of this.
- Oversee the Team's responses to Freedom of Information requests and formal complaints, where part or all of a complaint involves the Patient Support & Complaints Team.
- Manage relationships with external agencies, including (but not limited to) clinical commissioning groups, other PALS and complaints teams, the Parliamentary & Health Service Ombudsman, Patients Association, Clinical Quality Commission, NHS England.
- Provide support for frontline Trust staff with the resolution of complaints and/or patient related enquiries, in line with the Trust's policies.

Governance

- Write all necessary management reports to provide assurance to the Trust Board and commissioners, meet regulatory requirements and inform service developments Identify, write, and manage risks related to patient complaints.
- Ensure complete, accurate and up to date records are kept using the Datix database and all records required to meet the requirements of the Local Authority Social Service and NHS Complaints Regulations (2009).
- Ensure all complaints and concerns are managed in a proportionate and customer focussed manner in line with the Parliamentary and Health Service Ombudsman's Principles of Good Complaint Handling, Remedy and Good Administration.
- Work with divisions to ensure robust evidence of completion of actions agreed complainants.
- Work collaboratively with the Head of Performance Reporting to develop and maintain a data quality framework for complaints data, assuring the Trust Board of the accuracy and validity of the data it receives in respect of reported complaints.
- Work collaboratively with the Experience of Care Team to develop an integrated approach to the analysis of patient feedback.

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Learning and service improvement

- Proactively develop and improve the complaints service provided by the PSCT.
- Develop and implement initiatives to constantly improve complaints handling across the Trust, working in partnership with clinical divisions.
- Promote and disseminate organisational learning by the identification and collation of action plans and service improvements from the outcomes of complaints and concerns investigations.

Other duties

- Write Trust-wide policies and standard operating procedures in respect of patient complaints.
- Interpret national guidance relating to patient complaints on behalf of the Trust and make recommendations in respect of their implementation.
- Responsible for the day-to-day control of expenditure within the Patient Support & Complaints Team and to consider budget implications around staff requirements.
- Responsible for the positive marketing of the PSCT throughout the Trust and externally, emphasising openness and desire to learn – includes web-based presence and associated written materials.

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Knowledge and Experience

- Experience in, and specialist knowledge of, the field of NHS complaints (E)
- Experience of the management of NHS complaints handling and investigations (E)
- Understanding of legislation and regulatory frameworks, national and local policies relating to complaints management and patient support. (E)
- Effective leadership at team level (E)
- Experience of leading and managing related programmes of work (E)
- Experience of working with staff in a health, social care or other complex service orientated environment (E)
- In depth understanding of the elements of a patient centred organisational culture (E)
- Experience of organising and prioritising work streams (E)
- Experience of writing and providing written reports, which includes thematic analysis to support operational and corporate need (E)
- Experience of analysing highly complex data and using it to make recommendations (E)
- Teaching skills and the ability to develop and deliver training sessions and programmes related to complaints (E)

Aptitudes

- Initiative and drive to achieve results within specific timeframes. (E)
- Ability to work independently and autonomously and as part of the wider Quality Team. (E)
- Ability to take a service-wide view, whilst giving strong attention to detail. (E)
- Self-motivated with a flexible and adaptable approach. (E)
- Commitment to the principles of quality and service improvement. (E)
- Ability to prioritise workload and work under pressure. (E)
- Confidence to constructively challenge and address performance issues (E)
- Emotional resilience and interpersonal skills to ensure Trust practices are of the highest standard. (E)
- Sensitive to the needs of patients and carers. (E)
- A supportive people-manager who encourages and develops their staff, whilst valuing their expertise and judgement (E)
- Takes an analytical approach to solving complex problems (E)

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Skills and Abilities

- Highly motivated and resourceful. (E)
- Excellent communication skills and presentation skills, both written and oral and the ability to liaise with staff at all levels. (E)
- Ability to extract performance insights from complex data sets (E)
- Skilled handling in conveying sensitive messages. (E)
- Able to maintain high standards of diplomacy and confidentiality. (E)
- Excellent organisational and time management skills. (E)
- Working knowledge of all Microsoft Office applications. (E)
- Ability to work independently and flexibly using own initiative. (E)
- Able to manage a team and act as a positive role model for team members. (E)
- Ability to learn use of new IT systems. (E)
- Evidence of continuing professional development. (D)

Qualifications and Training

- Educated to masters degree level or demonstrable related relevant experience (E)
- On-going learning and professional development in relevant fields, e.g., complaints resolution, customer service, patient and public involvement, mediation. (E)
- Evidence of on-going training and development in a management or supervisory role. €
- Training in mediation and facilitation skills (D)

(E) = Essential

(D) = Desirable

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018, and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical, and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

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Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes, and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work.
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety, and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.