Patient Representative for Ambulatory Care Outpatient Pathway redesign Project

Job Description

**Title:** Patient Representative on Ambulatory Care Pathway Redesign Project Board

**Directorate:** Digestive Diseases & Thoracic

**Grade:** Volunteer (non-salaried) but entitled to claim reasonable expenses incurred in connection with their duties in accordance with the trust expenses policy.

**Reports:** Directorate Assistant General Manager

**Accountable:** Head of Service via Project Board

**Commitment:** Two sessions per month for 2 years. It is envisaged that one session will be attending Board and sub group meetings and one session reading and “e” contact with the project team, however other types of commitment can also be considered such as introductory then rare face to face meetings but more “e” contact

**BACKGROUND:**

Nottingham Hospitals Charity has granted us funding for a two year project to re-design the patient pathway for New and Follow-up outpatients and for those with Long-term conditions. Presently our pathways date back to the inception of the NHS and although there are many good points they are insufficiently patient centred, are too disjointed and time wise are inefficient for patients and staff. The project will work on the pathways for patients within one speciality initially, but our aim is that the new pathways will be generic and applicable to all patient groups. Some of the issues we plan to consider are:

- The use of pre-clinic health questionnaires and pre clinic investigations thus reducing the number of clinic visits
- The use of supported self-management programmes for patients with long-term conditions
- Closer working with General Practitioners to make the primary/secondary care seamless for patients
- The use of digital technology in the form of text messaging for appointment booking and the use of a patient portal for results viewing, disease/treatment information, and virtual clinics
- The development of meaningful patient and staff feedback nodes in all of the pathways to ensure ongoing responsiveness

The Project Team is looking for one or two dynamic, enthusiastic and committed PPI representatives to advise the project. The successful candidates will be required to work closely with the Project team and sub-groups to help ensure that the patient needs remain at the centre of all the newly developed pathways and that the identified patient benefits are successfully delivered.
This project affords us, the unique opportunity, to re-design and improve the experience of our patients being referred to and attending Outpatients and Day-care. By engaging with the people who use NUH services, the Project Team can ensure that patients and public are at the heart of our re-design.

**JOB SUMMARY:**

To provide the pathway re-design team with a patient’s/carer’s perspective on all patient facing aspects of the new pathways including referral, pre-clinic assessments, test booking, results management, discharge, long-term conditions. There will be a particular emphasis on the use of technology but we recognise that technology alone will not make our pathways right for patients and that not all forms of technology is right for all patients.

**VALUES AND BEHAVIOURS:**

NUH has a set of values and behaviours to improve the experience for our patients and our staff (We are here for you). This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful patient care and continuous improvement as detailed in the table below.

<table>
<thead>
<tr>
<th>Thoughtful Patient Care</th>
<th>Continuous Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Caring and helpful</strong></td>
<td><strong>Accountable and reliable</strong></td>
</tr>
<tr>
<td>• Polite, respect individuals, thoughtful, welcoming</td>
<td>• Reliable and happy to be measured</td>
</tr>
<tr>
<td>• Helpful, kind, supportive, don’t wait to be asked</td>
<td>• Appreciative of the contribution of others</td>
</tr>
<tr>
<td>• Listening, informing, communicating</td>
<td>• Effective and supportive team-working</td>
</tr>
<tr>
<td><strong>Safe and vigilant</strong></td>
<td><strong>Best use of time &amp; resources</strong></td>
</tr>
<tr>
<td>• Clean hands and hospital so patients are safe</td>
<td>• Simplify processes, to find more time to care</td>
</tr>
<tr>
<td>• Professional, ensure patients feel safe</td>
<td>• Eliminate waste, investing for patients</td>
</tr>
<tr>
<td>• Honest, will speak up if needed to stay safe</td>
<td>• Making best use of every pound we spend</td>
</tr>
<tr>
<td><strong>Clinically excellent</strong></td>
<td><strong>Innovation for patients</strong></td>
</tr>
<tr>
<td>• Best outcomes through evidence-led clinical care</td>
<td>• Empowerment to act on patient feedback</td>
</tr>
<tr>
<td>• Compassionate, gentle, see whole person</td>
<td>• Improvement led by research and evidence</td>
</tr>
<tr>
<td>• Value patients’ time to minimise waiting</td>
<td>• Teaching the next generation</td>
</tr>
</tbody>
</table>

We are here for you
KEY ROLE REQUIREMENTS:

We are looking to appoint individuals who have experience of both the general practice and hospital health care services and are either already IT literate and have an interest in IT and new technologies, and also individuals who are keen to learn. In general, the roles will require the following qualities:

1. An interest in improving the Health Service through new ways of working/new partnerships/new behaviors among clinical staff in hospital and the community, patients and their carers
2. An interest in introducing change and benefits through new IT technologies.
3. An interest in change management at an organizational but also a community level
4. The ability to understand the broader range of patient/public perspectives beyond personal experience, and to use that to inform the work of the Project Team.
5. Good communication skills, the ability to listen to others, summarize issues and express views objectively with a constructive purpose.
6. Experience of working as a member of a team and with a broad range of people.
7. An understanding of the difficulties facing the NHS, as well as opportunities for improving the NHS in the future.
8. Time to commit to the work of the team (approximately 2 half days per month) either face to face or through “e” methods.
9. To give input to the design, test and implementation of the new system, e.g. design of patient health questionnaires, the patient portal, elements of the long-term conditions program or the setup of virtual clinics
10. To contribute to project communications as appropriate – e.g. patient notices regarding system launch, project newsletters etc.
11. To contribute either in person or digitally to stakeholder
12. To set aside time for background reading for the project.
13. To respect and maintain confidentiality at all times.
14. Declare any conflicts of interest where appropriate.
15. Undertake training as necessary for the role. Identifying any personal needs for training or support.

GENERAL DUTIES:

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control
To ensure adherence to the Trust’s standards of cleanliness, hygiene and infection control when in clinical areas.

Safeguarding children, young people and vulnerable adults
Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance
All staff have an individual responsibility for creating accurate records of their work and for making
entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust’s legal, regulatory and accountability requirements.

Health and Safety
To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to the Trust any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible, and to submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

General Policies Procedures and Practices
To comply with all Trust policies, procedures and practices under the guidance of the group, where applicable.

WORKING CONDITIONS:

Volunteer/Corporate.

JOB REVISION:

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances.

Job description last reviewed: February 2015.