

Job Description

JOB TITLE:	Patient and Public Involvement Facilitator
DIRECTORATE:	Research & Innovation / Corporate
GRADE:	AfC band 6
REPORTS TO:	Chief Operating Officer
ACCOUNTABLE TO:	Director Research & Innovation

JOB SUMMARY

At Nottingham University Hospitals we have built up a good reputation for our work in actively involving patients and the public (PPI) to help prioritise and enrich our research.

We now have an exciting opportunity for two keen and enthusiastic individuals to continue to shape this work and find new ways of involving a much wider range of people representative of our local communities.

The aim of this role is to support the R&I Divisional Teams and the R&I Chief Operating Officer and the Director of Patient Involvement & Engagement with their day to day PPI requirements, from putting them in touch with the right kind of people to involve in their work, to organising focus groups.

The postholder/s will be key members of the Patient and Public Involvement and Engagement team for the National Institute for Health Research (NIHR) Nottingham Biomedical Research Centre based at Research & Innovation which supports clinical research.

The successful applicants will be supporting patients and carers, including members of the Young People's Advisory Group. A significant amount of time will be given to supporting researchers and research teams to think how they might meaningfully involve people with direct experience of the condition being studied.

You will need to have good communications and negotiation skills, be constantly diplomatic and good at working cooperatively with a range of partners. Experience of running meetings and facilitating discussions is desirable.

Experience of working in the NHS and patient and public involvement is desirable but not essential as we will provide an induction and on-going support. You will need to be organised, keen to stay on top of administrative chores and good at prioritising multiple tasks. An understanding of research and the academic environment would be desirable.

In undertaking this role, all employees will be expected to behave at all times in a way that is consistent with and actively supports the principles listed in the Consultation Document on the creation of the Nottingham University Hospitals NHS Trust. These are:

- *The principles of the NHS, where high quality care is provided on the basis of need rather than the ability to pay.*
- *The contribution of the local community to the development of our services.*
- *Preserving and developing our reputation as a caring organisation.*
- *Developing services that are designed around the patient.*
- *Working co-operatively with others in the interests of patients and their families.*
- *Valuing the contribution of staff and investing in their development.*
- *Valuing the diversity of all our staff, patients and carers and demonstrating a zero tolerance of discrimination.*
- *The importance of developing innovative approaches to teaching, research and service provision, which allows us to be at the forefront of developments in patient care.*

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.

Thoughtful Patient Care	Continuous Improvement
Caring and helpful <ul style="list-style-type: none"> • Polite, respect individuals, thoughtful, welcoming • Helpful, kind, supportive, don't wait to be asked • Listening, informing, communicating 	Accountable and reliable <ul style="list-style-type: none"> • Reliable and happy to be measured • Appreciative of the contribution of others • Effective and supportive team-working
Safe and vigilant <ul style="list-style-type: none"> • Clean hands and hospital so patients <i>are</i> safe • Professional, ensure patients <i>feel</i> safe • Honest, will speak up if needed to <i>stay</i> safe 	Best use of time & resources <ul style="list-style-type: none"> • Simplify processes, to find more time to care • Eliminate waste, investing for patients • Making best use of every pound we spend
Clinically excellent <ul style="list-style-type: none"> • Best outcomes through evidence-led clinical care • Compassionate, gentle, see whole person • Value patients' time to minimise waiting 	Innovation for patients <ul style="list-style-type: none"> • Empowerment to act on patient feedback • Improvement led by research and evidence • Teaching the next generation

KEY JOB RESPONSIBILITIES

The post holder will be responsible for facilitating patient and public involvement in activities related to the Research & Innovation divisional and corporate teams and their research partnerships, mainly the Biomedical Research Centre, the Clinical Research Facility and research programs led by NUH,

The post holder will work with the Chief Operating Officer (COO) to:

- 📁 identify needs of researchers to support patient and public involvement (PPI) activities
- 📁 assist clinical staff and researchers with respect to PPI in research
- 📁 provide appropriate support to patients and the public who get involved in PPI activities
- 📁 assist development and implementation of appropriate systems to monitor and report patient and public involvement including communications activity
- 📁 identify and communicate good practice in the area of patient and public involvement in the UK
- 📁 work with other colleagues in the field of PPI including NUH communication teams and research partnerships including relevant third-sector organisations, local Research Design Services, the Clinical Research Network EM and the Collaboration for Leadership in Applied Health Research and Care (CLAHRC) for the EM
- 📁 liaise with the COO to ensure that appropriate budgets are established for PPI activities and facilitate budget monitoring
- 📁 identify appropriate sources of external funding that may assist researchers
- 📁 assist the development of new and existing databases of patients and the public that are interested in getting involved in research and research related activities and local key contacts that can facilitate a range of PPI activities
- 📁 monitor and maintain databases on a regular basis
- 📁 identify PPI training needs of patients, carers and the public and staff and liaise with the PPI Director to address these needs
- 📁 facilitate the development and delivery of appropriate PPI induction training courses and associated documentation
- 📁 assist the development of appropriate PPI guidance documents for patients and the public and NUH researchers
- 📁 assist the development of PPI related website pages
- 📁 assist the development of approaches to ensure that PPI resources are accessible to patients and the public and researchers through various sources including websites
- 📁 assist the development and delivery of PPI meetings, open days, seminars, workshops, conferences and other events
- 📁 identify appropriate PPI activity / good practice that can be communicated through various media sources including websites, newsletters, events, conferences, TV, radio
- 📁 working with patients and the public and researchers, draft positive stories about good practice
- 📁 identify and facilitate innovative approaches to communicate and promote good practice
- 📁 identify and facilitate innovative approaches to raise awareness of activities and engage patients and the public in the community.
- 📁 assist the development of approaches to ensure effective ongoing communications with patients and the public who get involved in PPI activities
- 📁 coordinate day-to-day aspects of PPI activity and communications.

This list of responsibilities is not exhaustive, the post holder will be expected to undertake any other relevant duties appropriate to the grading of the post.

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 maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

For senior/clinical managers the following statement must also be included

The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.

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 their manager 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 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.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

WORKING CONDITIONS

Describe the post holder's normal working conditions (*such as exposures to hazards, requirement for physical effort etc*).

This is an office based role requiring normal office hours to be worked. There will be travel to other offices and meetings, all expenses will be paid.

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. This job description does not form part of the contract of employment.

Job description reviewed

Date September 2011- updated January 2017; Revised Jan 2018