

JOB DESCRIPTION

General Information

JOB TITLE: Patient and Public Engagement Specialist (Fixed term, up to 1 year)

AREA/SPECIALITY: Patient and Public Engagement Team

GRADE: 7

DEPARTMENT: Directorate of Strategy

RESPONSIBLE TO: Head of Patient and Public Engagement

ACCOUNTABLE TO: Deputy Director of Strategy

Guy's and St Thomas' NHS Foundation Trust

Guy's and St Thomas' is among the UK's busiest and most successful NHS foundation trusts. We provide a full range of hospital and community services for people in Lambeth, Southwark and Lewisham, as well as specialist care for patients from further afield including cancer, renal, orthopaedic and cardiovascular services.

Guy's is home to the largest dental school in Europe and a £160 million Cancer Centre opened in 2016. As part of our commitment to provide care closer to home, in 2017 we also opened a cancer centre and a kidney treatment centre at Queen Mary's Hospital in Sidcup. St Thomas' has one of the largest critical care units in the UK and one of the busiest emergency departments in London. It is also home to Evelina London Children's Hospital.

Evelina London cares for local children in Lambeth and Southwark and provides specialist services across south east England including cardiac, renal and critical care services. We lead a number of specialist service networks aiming to ensure children are treated locally where possible, but have access to specialist expertise when they need it. Our community services include health visiting, school nursing and support for families of children with long-term conditions. The Duchess of Cambridge became the Patron of Evelina London in 2018.

Our adult community services teams deliver care at the heart of the local communities we serve, working in partnership with GPs, local authorities and other healthcare and voluntary sector organisations. In 2019 we combined adult community services with acute medicine and therapy services to create Integrated Care, a new strategic business unit. Working with our partners in Lambeth and Southwark, we are focusing on new ways of working to improve care for local patients.

We have a reputation for clinical excellence and high quality teaching and research. We are part of King's Health Partners, one of eight accredited UK academic health sciences centres. In partnership with King's College London we have dedicated clinical research facilities and a National Institute for Health Research (NIHR) Biomedical Research Centre.

Patients are at the heart of everything we do and we pride ourselves on ensuring the best possible patient experience as well as safe, high quality care. We are proud to have one of the lowest mortality rates in the NHS. Following a comprehensive Care Quality Commission (CQC)

inspection in 2019 we maintained our overall rating of 'good'. Our adult community services achieved a rating of 'outstanding'.

The commitment of our 18,050 staff is key to our success. We are one of the largest local employers and we aim to develop and support all our staff so they are able to deliver high quality, safe and efficient care. The 2019 NHS staff survey results show that we have one of the most engaged and motivated workforces in the NHS. We know this has a positive impact on the care provided to our patients.

We have one of the most ambitious capital investment programmes anywhere in the NHS.

Organisational values

Our **values** help us to define and develop our culture, **what we do** and **how we do it**. It is important that you understand and reflect these values throughout your employment with the Trust. The post holder will:

- Put patients first
- Take pride in what they do
- Respect others
- Strive to be the best
- Act with integrity

Our [values and behaviours framework](#) describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust careers pages and GT Intranet.

Department information

We are a small corporate department that works closely with all clinical groups and corporate directorates across the Trust, with colleagues from other provider Trusts and with external partner organisations such as Clinical Commissioning Group's, Guy's and St Thomas' Charity and Local Authorities. The responsibilities of the strategy team include:

- Trust-wide strategic planning
- Strategic input into business and capital planning processes
- Support to clinical groups and other programme teams on specific strategic projects
- Strategic partnership working with other NHS provider and commissioning organisations
- Proving strategic policy advice to the organisation
- Developing and implementing the Trust's Public and Patient Engagement Strategy
- Working with the Guy's & St Thomas' Charity

The team is led by Jackie Parrott, Chief Strategy Officer, reporting directly the Chief Executive. The team is based in Minerva House, close to London Bridge. This is the post-holders main base but they are expected to work at any location within and served by the Trust including community premises and undertake travel between sites as necessary

Job Summary

Patient and Public engagement is a statutory requirement and a key Trust priority. The Patient and Public Engagement Specialist is responsible for supporting the Head of Patient and Public Engagement in the development and implementation of the Trust patient and public engagement policy and strategy throughout the Trust.

The post holder is required to interpret government policy and statutory requirements relating to engagement and to provide specialist expertise and knowledge regarding the Trust's legal 'duty to involve' including Section 14Z2 of the Health and Social Care Act 2012.

It will act as a source of expertise and advice for all clinical and non-clinical departments with respect to patient and public engagement, including the Trust's statutory and regulatory requirements. It supports staff to involve patients and the public as part of everyday business at the Trust and move towards a co-design model of service change and quality improvement.

Key Relationships

Internal

The post is expected to work closely with the following roles:

- Patient Experience team members (Chief Nurse's Office)
- Communications team
- Care Redesign Improvement and Innovation System (CRIIS) team
- Stakeholder Engagement Specialist, Essentia
- Clinical groups across acute and community adult and children's services

External

The post is expected to work closely with the following:

- Local Healthwatch (predominantly Lambeth and Southwark)
- Community, voluntary / third sector umbrella bodies and organisations who may represent the views of patients and service users
- Patients, families and carers
- Foundation Trust members
- Members of the public

Patient and public engagement officers in:

- South East London Clinical Commissioning Groups
- Local Authority consultation units
- Other NHS Trusts, including Kings Health Partners

Duties and Responsibilities

Trust patient and public engagement policy and strategy

- To be responsible for the development of, and provide specialised knowledge, support and advice upon the objectives of the Patient and Public Engagement Strategy, related policies and key projects and services, as required, across the Trust.
- To gather evidence that demonstrates excellent performance in patient and public engagement against the requirements of our regulators, in particular the Care Quality Commission.
- To support the Head of Patient and Public Engagement to monitor and provide assurance to the Chief Strategy Officer (the accountable Director) and the Trust Board on the Trusts legal 'duty to involve' patients and the public.
- Be responsible for the maintenance and updating of the Trust PPE Audit, as a means of gathering and maintaining information about the services currently involving patients and the public, e.g. and transformation programmes, service improvement projects, patient feedback, and capital schemes or other such activities. This includes analysing audit data to provide evidence to the Board on how the Trust is meeting its 'duty to involve' and the extent of engagement across clinical groups and corporate functions.
- Support the development, review and implement Trust policy on the reimbursement and reward of stakeholders who participate in patient and public engagement. This includes

agreeing processes with the Finance directorate. Provide advice and guidance to other departments / services on the application of the above-mentioned policy.

- To plan and co-ordinate a broad range of complex activities or programmes across all parts of the organisation, balancing conflicting requirements to reach consensus, seeking senior level approval where appropriate. This will also include the presentation and exchange of complex specialist information with a range of internal and external stakeholders.
- To support stakeholder engagement in the development of the Trusts annual Quality Accounts.
- To support senior managers to keep the Board of Directors, the Council of Governors and the Trust Management Executive regularly informed of patient and public engagement strategy and policy implementation
- To develop, report and disseminate appropriate performance information to promote continuous improvement, including Trust Board reports.

Patient and public engagement in strategy, service delivery, transformation and capital investments schemes

- To lead on patient and public engagement for the Trust, particularly in relation to clinical service transformation and service improvement, working closely with relevant clinical teams to ensure that all relevant stakeholders views are taken into consideration in design and delivery of schemes.
- To work with colleagues in the Patient Experience Team to interrogate existing patient experience survey data (local and national) that may help to inform improvements and changes to services.
- To work with colleagues in capital project design teams in order to provide assurance that engagement plans and activities are undertaken, in compliance with internal policy and relevant legislation, advise on the appropriate engagement methods, and where necessary work together to deliver engagement activities
- To ensure, through appropriate consultation with key corporate departments, internal stakeholders and staff, that engagement plans reflects business needs, legislative guidance and best practice. Specifically, to ensure that all engagement plans, materials, or other resources, particularly those relating to patient and public involvement are compliant
- To project manage and facilitate patient and public engagement activities, including arranging events, designing surveys, developing copy, writing and producing presentation materials, facilitating focus groups and workshops.
- To evaluate, audit and report upon the delivery and effectiveness of patient and public engagement projects and plans
- To interpret and communicate information (sometimes highly complex and/or politically sensitive) to a range of stakeholders including, patients, public, senior clinical and management staff, , using complex skills including persuasion and negotiation, training, enabling them to agree and/or co-operate in culture and behaviour change

Training, education and development for patient and public stakeholder engagement

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- To develop and maintain learning resources and planning tools for Trust staff to help them engage effectively with patients and the public. This will include ongoing development and maintenance of the Patient and Public Engagement Hub and any other tools as necessary.
- To develop training and support for patients, carers and members of the public that supports their involvement in Trust activities
- To ensure Trust colleagues are briefed on patient and public engagement policies and procedures as an integral part of their induction process and training provided as appropriate

IT, communications and administration

- To support senior managers to keep the Board of Directors, the Council of Governors and the Trust Management Executive regularly informed of patient and public engagement in service improvement, changes and transformation, by contributing to the preparation of formal reports.
- To develop and maintain appropriate project information systems that supports the teams work
- To be responsible for managing and editing the content of the Patient and Public Engagement Team's pages on the Trust intranet (GTi) and to work together with the Communications Department contributing to information to be displayed on the public website, where appropriate.
- To be responsible for the ongoing development and maintenance of the Patient and Public Engagement Hub, ensuring its content is update and technical functionality.
- To develop and maintain a database of internal and external stakeholders which can be used to support communications and engagement activities (e.g. Patient-Led Assessment of the Care Environment)
- To be responsible for the servicing and administration of any project / working groups related to the work of the Patient and Public Engagement Team.

Stakeholder relations, communications and professional networks

- To maintain and develop partnerships with external bodies such as NHS and local authority commissioners, Healthwatch, and local community voluntary sector, to act as a representative of the Trust at, and make presentations to, a range of audiences, including local stakeholder groups and organisations.
- To be responsible for writing and producing communications materials for patients, staff and other stakeholders as appropriate, including information for individual projects, liaising with the Communications Department where necessary.

Financial resources

- To manage delegated project budgets for patient, public and stakeholder involvement activities, including user groups, special events and engagement activities e.g. focus groups and larger discussion and deliberative events

General

- To deputise for the Head of Patient and Public Engagement at internal and external meetings, as required. This may include attending and speaking in public meetings.
- To work supportively with colleagues across the Trust, promoting the reputation of the team by demonstrating highly professional conduct consistent with the Trust's stated values.
- To be responsible for own day-to-day administration and administration related to project management.

The following statement forms part of all job descriptions:

The post holder is required to follow Trust policies and procedures which are regularly updated including:

Confidentiality / Data Protection / Freedom of Information

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Information Governance

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy,

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Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Flexible Working

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff groups will increasingly be asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

The Trust is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Trust property or in Trust vehicles.

Date of last update to job description

Updated 19 January 2021, Andrea Carney, Head of Patient and Public Engagement

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PERSON SPECIFICATION

Trust Patient and Public Engagement
Strategy Directorate

	ESSENTIAL	A/I/T*	DESIRABLE	A/I/T*
Qualifications/ Education	<ul style="list-style-type: none"> Degree level or equivalent experience in a relevant area Project management methods (e.g. PRINCE2) 	A	<ul style="list-style-type: none"> Academic background in social policy / science or social /statistical research 	A
Skills/Abilities	<ul style="list-style-type: none"> Specialist knowledge across a range of stakeholder engagement practices, techniques and approaches underpinned by theoretical knowledge from study and relevant practical experience preferably in a social / market research or academic environment. Proven ability to plan and manage projects, using project management techniques Political astuteness - awareness of the internal and external political environment Able to provide and receive and distil complex and / or sensitive information and develop appropriate messages Sound analytical and judgement skills including making decisions on appropriate approaches to sensitive or complex issues Track record in project management of patient, public and stakeholder engagement projects Ability to prioritise significant workload in response to changing demands and requirements Able to set and review project targets and adjust activity to meet targets Ability to work independently in own specialised area of work, with minimal supervision. Excellent communication and report writing skills. Ability to and experience of developing a wide range of communications 	A & I		

	<p>materials including publications, presentations, web materials.</p> <ul style="list-style-type: none"> • Able to research, prepare and present information across and outside of the organisation at senior level. Able to act as a representative of the Trust at, and make presentations to, a range of audiences. • Ability to work constructively with internal and external partners to create the conditions for successful partnership working • Advanced knowledge and proven ability of Microsoft Office software (Outlook, PowerPoint and Excel), including the ability to manipulate analyse large sets of data in Excel • Able to personally co-ordinate and manage complex data collection and monitoring, recording and audit with ability to identify and analyse trends and patterns • Good team member and team player, willingness to cross-cover in absence of colleagues • Commitment to Equal Opportunities & Diversity 			
<p>Experience</p>	<ul style="list-style-type: none"> • Patient and public engagement activities in a market research, social research or academic setting (minimum 5 years) • Significant experience of knowledge of how patient or service user survey / feedback working a market and / or social research business inform quality improvements in healthcare • Specialist knowledge and practical experience of managing patient and public engagement initiatives or programmes • Significant experience of the broader patient and public engagement agenda and relevance to a variety of public sector organisations • Minimum 5 years experience in an operational, strategic or research role in the public or voluntary sector • Experience of deputising for and representing a more senior member of staff. • Significant experience of, and ability to write, edit, proof read and coordinate complex internal and external publications, patient and staff information • Experience of working with senior teams, stakeholders and outside bodies and working across organisations to influence strategies, 	<p>A & I</p>		

	<p>policies and behaviour.</p> <ul style="list-style-type: none"> • Familiarity with health and /or social care service management issues and the ability to understand the pressures • Project budget management 			
Knowledge	<ul style="list-style-type: none"> • Strong working knowledge of relevant national legislation, policies (e.g. section 242 and section 244) and local guidance and how these should be applied to stakeholder and public engagement activities • Strong working knowledge of basic statistical concepts - analysis of quantitative and qualitative data • Knowledge of data protection legislation and its application in respect to patient feedback and involvement 	IA / I and T		
Additional Information	<ul style="list-style-type: none"> • A self starter • Flexible approach to work – able to work under own initiative, independently or as an effective team member • Able to adapt to ensure achievement of objectives with constantly changing situations and environments • Commitment to Equal Opportunities & Diversity 	A & I		

A=application

I=interview

T=Test/ assessment centre

It must be stated whether these requirements are **ESSENTIAL** or **DESIRABLE** for the post. This can be clearly understood by the potential candidate if it is done in the form of a chart.

Add initials and date of preparation

Written 12 September 2012

Updated on 26 April 2016 by Andrea Carney