

## Patient Experience Officer (Job Description)

---

Title:	Patient Experience Officer
Reporting to:	Operations Manager, Healthwatch Lewisham
Location:	Outreach work across the borough of Lewisham. Office based in Lewisham, SE8 4AG.
Salary:	£21-24K FTE
Hours:	21 hours per week
Holidays:	25 days, plus 8 statutory days
Contract:	Permanent contract – the assigned contract for service delivery is due for renewal 1 <sup>st</sup> April 2025

---

### **BACKGROUND**

Your Voice in Health & Social Care (YVHSC) commissions a number of local Healthwatch services across London. Healthwatch is the main public and patient engagement mechanism for health and social care users in each borough.

Healthwatch includes championing the health and social care needs of adults and children, acting as an independent local voice and ensuring that services meet the needs and remain high-quality and fit-for-purpose. Healthwatch services represent the views and experiences of local people, including children and young people, and help communities to exercise greater choice over the services they receive. Healthwatch services have a visible presence in each borough, with an effective, proactive and independent local voice.

Key to YVHSC Healthwatch services is the Patient Experience Programme. In each borough there are weekly, monthly and quarterly patient experience targets to achieve. The Patient Experience Officer will directly deliver the programme in the London Borough of Lewisham.

### **JOB PURPOSE**

To deliver the Healthwatch Lewisham Patient Experience Programme, which involves:

- Extensive community outreach across health, social care and community settings
- Collection of real time patient experience feedback
- Management of data collection and analysis functions
- Production of quarterly Patient Experience Reports

- Development, training and support of a volunteer base to underpin delivery of the patient experience programme

## **MAIN DUTIES AND RESPONSIBILITIES**

1. To lead and direct local patient experience activities for Lewisham.
2. To gather patient experience feedback on health and social care services through an extensive outreach programme across the borough.
3. To support people to share their experiences with us.
4. To achieve weekly, monthly and quarterly Patient Experience targets.
5. To identify engagement opportunities across the boroughs to collect patient feedback and liaise with relevant partners as appropriate.
6. To maintain robust systems for collating and analysing patient and resident feedback, including maintaining relevant databases and utilising relevant reports and graphics.
7. To upload, analyse, interpret and present the results of the patient experiences collected.
8. To produce quarterly patient experience reports for the borough.
9. To train, support and supervise volunteers to participate in the collection of patient experiences.
10. To refer people to the Healthwatch information and signposting service and the NHS Complaints Advocacy Service.
11. To establish and develop positive and productive relationships with relevant health and social care providers to enable access to services and impact from themes and trends.
12. To support the ongoing development of the Patient Experience Programme.
13. To work with the Operations Manager to identify and follow up themes and trends, ensuring impact from the patient voice.
14. To review external online health and social care review platforms for relevant integration of patient reviews

## **OTHER DUTIES AND RESPONSIBILITIES**

15. Support Healthwatch values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.
16. To work with colleagues to help Healthwatch become a listening, learning and improving organisation.
17. To work with colleagues across the organisation to ensure all reports and correspondence are co-ordinated and responded to efficiently, effectively in a timely manner.
18. Update Healthwatch websites and social media accounts.
19. To contribute to team working by participating in staff meetings, away days and other events as necessary.
20. To attend supervisions and appraisals and provide written progress and work reports as required.
21. Plan and manage own workload, set targets and deadlines, and be self-supporting with regard to administration and IT.
22. Participate in the organisations fundraising activities and contribute to the preparation of fundraising proposals.
23. Attend training courses as agreed with, or determined by, his or her line manager.
24. Work within YVHSC's Equality & Diversity framework, taking positive action where necessary.

**Recruitment timeline:**

<b>Application deadline</b>	<b>Monday, 30 September 2024</b>
<b>Interviews</b>	<b>8-10 October 2024</b>
<b>Post Starts</b>	<b>ASAP</b>

Please note only successful applicants will be notified as to whether they have an interview.

Please note all roles will require a DBS check.

Applications: Please apply for this role by sending your CV and a covering letter addressing the JD to [info@healthwatchlewisham.co.uk](mailto:info@healthwatchlewisham.co.uk)