



# Carn to Coast

## HEALTH CENTRES

### JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Governance and Patient Liaison Officer</b>
<b>REPORTS TO:</b>	<b>Managing Partner</b>
<b>RESPONSIBLE TO:</b>	<b>Partners</b>
<b>HOURS:</b>	<b>30 to 37.5 hours per week (suitable for job share)</b>

This job description is intended to give a broad overview of developing role without being comprehensive.

The postholder will play a key role alongside the Managing Partner and other senior management in running the Practice's Patient Advice and Liaison Service (PALS), supporting patients, processing complaints and significant events and maintaining an environment in which standards of governance and compliance are maintained in a manner demonstrable to commissioners, regulators, patients and their representatives.

The postholder will be expected to maintain high standards of professionalism, accuracy, politeness and compassion in dealing with patients and their queries and concerns in line with Practice and NHS policies and procedures.

#### **Job responsibilities (all in close liaison with Managing Partner / Senior Management)**

1. Manage on a day to day basis the Practice system for reporting and handling significant events, including:
  - Logging significant events, ensuring that they are reported and actions are followed up within and beyond the Practice, as appropriate;
  - Preparing papers for, attending, contributing to and minuting significant event meetings;
  - Following up actions and learning points, documenting them and reporting any difficulties or delays;
  - Liaising with practice clinicians and staff (including clinical and administrative safeguarding leads) as appropriate.
2. Maintain the Practice system for recording and management of complaints, compliments & patient suggestions, reporting anything which gives rise to issues of governance or which requires investigation under the Practice's significant event or complaints procedures. Specifically:

- Receive, acknowledge, investigate and respond to patient complaints, all in line with the requirements of Statute and the Practice complaints procedure;
  - Ensure that the systems for dealing with complaints integrates well with the system for recording significant events;
  - Liaise in an appropriate & supportive manner with clinicians, or others in relation to complaints and including complaints against that particular individual;
  - Complete such returns relevant to the post as are required including an annual review of complaints;
  - Ensure that all compliments, whether verbal or written, are recorded on practice systems and are shared appropriately with clinicians and staff;
  - Run the patient suggestions/feedback scheme, ensuring these are acknowledged wherever possible and involving appropriate managers as appropriate.
  - Ensure that the Practice responds to all reviews on the NHS website
3. Maintain regular discussion with the Managing Partner, or such members of senior management as he may designate for that purpose, report on issues arising and ensure that they are fully briefed on all issues of substance. The jobholder will also take part in reporting issues to Partners where appropriate.
4. Play a central role as may be designated from time to time in dealing with rude or abusive patients, issuing warnings and / or behavioural agreements and, where agreed, initiate removal (including allocation to Special Allocation Scheme).
5. Play a key role alongside senior management in liaising with patients & patient groups in a way which keeps them informed, consulted and involved in the performance and development of the Practice. In particular:
- Take responsibility for managing and administrating all aspects of the Practice's Patient Participation Group (PPG);
  - Arrange & contribute to PPG meetings, taking minutes / notes as appropriate, recording & following up on action points;
  - Run Practice surveys as directed by senior management and help follow those up in terms of liaison with the PPG and appropriate actions;
  - Manage any other schemes for patient feedback (including 'friends and family test') and take the lead in ensuring an appropriate & timely response.
6. Support the GP Partner designated as Practice Clinical Governance Lead as well as senior management in investigating and reporting on issues of clinical governance and in following through any resultant actions and/or learning points.
7. Under the guidance of senior management maintain familiarity with the governance requirements of the Care Quality Commission, having recourse to material published by it and assist management in preparing for and presenting at any inspections

8. Maintain a broad familiarity with the legal and regulatory environment in which the Practice operates, including information governance, data protection / GDPR, complaints handling and confidentiality and work with senior management to ensure compliance. The postholder may be expected to respond to queries from staff relating to these issues, liaising with senior management in cases of uncertainty. The postholder will also maintain a working knowledge of all Practice systems and matters pertinent to the role including Patient Access, Online Consulting and iGPR.

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