



Job Title: PATIENT RELATIONS LIAISON

Department: PATIENT RELATIONS

Reporting to: DIRECTOR OF OPERATIONS

1. JOB PURPOSE:

To ensure we provide an efficient and courteous welcome in all departments for all visitors while ensuring customer service standards are delivered across the hospital. To promote an excellent public image of The Holly Private Hospital to all visitors. To deal with patient requests, enquiries and complaints daily prior to them escalating into a formal complaint.

To handle all patient concerns and pro-actively ensure all patients' needs are met.

To be a point of contact for all departments regarding the Patient Experience.

To handle any special patient requests and deal with any complaints or patient queries.

2. MAIN DUTIES AND RESPONSIBILITIES

- ◆ To encourage excellent standards of Customer Service are delivered across all hospital departments.
- ◆ Executes exemplary customer service to drive customer satisfaction and loyalty by assisting the customer and ensuring their satisfaction before, during and after their visit to the Hospital.
- ◆ To drive and encourage HWA Feedback Questionnaire responses, In-patient and Outpatient throughout the hospital departments.
- ◆ To highlight any trends in relation to our monthly and quarterly HWA report.
- ◆ Recording patient issues/complaints on the informal complaints log and recognise any trends.
- ◆ Daily departmental walk around, logging any housekeeping or maintenance issues.
- ◆ Ensuring that they are the point of contact for any patient related issues within the hospital e.g. OPD appointment delays, procedure delays.

- ◆ Daily visits to patients on the ward, ensuring patient expectations are met and that any issues are dealt with and escalated if required.
- ◆ To ensure the Front of House areas are kept neat and tidy and patient comfort is maintained at all times.
- ◆ Actively listen and respond positively to patient questions, concerns and requests.
- ◆ To assist patients with special requests or any other queries to make sure their visit to the hospital meets their patient expectations.
- ◆ Assist patients by understanding their needs and recommending the appropriate services that best meet their needs and exceed their expectations, while building a continuing relationship and loyalty to the Hospital.
- ◆ To co-ordinate quarterly Patient Focus Group meetings.
- ◆ To assist with the annual PLACE audit.
- ◆ To promote the Aspen Values, services and facilities to patients and visitors.
- ◆ To adhere to the Hospital Uniform Code and be a shining example of excellent customer care.
- ◆ To provide information to patients/visitors and if need be liaise with various departments within the Hospital.
- ◆ To ensure Data Protection Act guidelines are followed and ensure all information concerning patients is treated in the strictest confidence.

3. SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of 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. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.

Person Specification

Job Title: Patient Relations Liaison

| | Essential | Desirable |
|---|---|---|
| Educational Qualifications | <ul style="list-style-type: none"> • Educated to Secondary School level | <ul style="list-style-type: none"> • Customer Service qualification |
| Specific training/skills /knowledge required | <ul style="list-style-type: none"> • Good written & verbal communication • Excellent IT skills • Ability to organise own workload • Able to work as a team member • Excellent Customer Care Skills • Excellent telephone manner | <ul style="list-style-type: none"> • Complaints handling training. • Customer services training. • Customer services train the trainer course. |
| Experience | <ul style="list-style-type: none"> • Experience with the general public • Tact, discretion and empathy when dealing with customers/patients • Able to work on own initiative and under pressure within demanding time schedules. • Able to handle and deal with work of a sensitive and confidential nature | <ul style="list-style-type: none"> • Previous working experience in a patient relations or customer services role within Health care or Hospitality. |