

# Job Description: Patient Ambassador

Function:	Support function
Job:	<b>Patient Ambassador</b>
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Compliance and Performance Manager
Additional reporting line to:	Business Director
Position location:	Hereford County Hospital

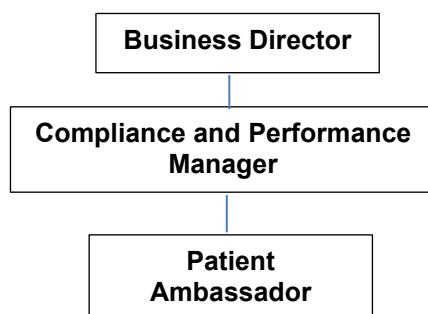
## 1. Purpose of the Job

- Responsibility for the ensuring that a patient's experience of the services we provide, is as positive as can be!
- Ensuring all patients are offered a suitable choice of meal to meet their needs and strive to provide a personalized patient experience at every mealtime.
- Ensure that the Patient environment is maintained to a high standard in line with current cleaning standards.
- Particular emphasis will be based on food quality and monitoring of the patient experience at ward level to help drive an improved patient outlook on overall food services.
- Act as the voice of the patient & the face of Sodexo, providing a professional and positive link between our teams, the clinical teams and the Patient.

## 2. Dimensions

Revenue FY24:	tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

## 3. Organisation chart



#### 4. Context and main issues

- 7 day a week operation
- External Auditors/assessors
- Management of change and interaction with Service Managers
- Changing preconceived opinions on Hospital catering
- Delivering critical/negative feedback in a constructive/positive manner

#### 5. Main assignments

- Participation in the completion of audits and assessments such as OMTA's, PLACE etc.
- Reviewing audit and monitoring information to identify areas of excellence or improvement.
- Working with the Trust monitoring team to jointly work on improving patient satisfaction.
- Utilising 'Experiencia' to monitor real-time patient feedback, addressing any issues immediately.
- Be the 'voice of the patient' providing a service-independent force for change within our team.
- Work with the team to effectively manage the meal service at ward level ensuring that agreed service specifications and are being met whilst adhering to the trust mealtime standard.
- Support the Patient Dining Experience and make mealtimes matter.
- Create positive working relationships with Trust, clients and staff and actively resolve ward issues, upholding the principle of providing a 'personalised patient experience'.
- Have an awareness of Trust policies.
- Involvement in national NHS campaigns.
- Working with the operations team, analyse areas and wards of concern, from the Trusts what matters to me data.
- Lead with supervisors to ensure that all patient dining and domestic assistants at ward level are following best practice.
- Ensure that extremely high standards of food preparation are in line with the strict hygiene procedure.
- Ensure that domestic cleaning in line with current standards are being practised within the locations you visit.
- Ensure patient menus are compiled efficiently, ensuring wastage and ordering are kept to a minimum.
- Regularly check Wards Nutrition Boards are completed effectively to ensure a smooth meal service.
- Participate in the Observational Mealtime Audit programme.
- Carry out Patient Surveys ensuring the data is collated and provided to management.
- Monitoring the effective use of the patient menu system (Saffron) and ensure that all data is captured, and information kept up to date.
- Ensure compliance with The Food Safety and Hygiene regulations, Company and Trust policies.
- Ensure all staff observe and adhere to all relevant Health and Safety legislation and that records are kept.
- Provide and maintain accurate quality and monitoring documentation for all services assessed.
- Carry out weekly ward audits in line with the KPI Indicators. Results of these audits to be collated and shared with management for action.
- Complete KPI reports in line with the SLA, these are to be reported to management.
- Manage queries received from the wards and escalate patient complaints to the operational lead.
- Attend meetings with the Trust in relation to the patient experience, as and when required.
- Display exemplary customer service skills, ensuring that patients are at the heart of Sodexo service delivery.
- Challenge poor standards of customer and patient services and escalate to the relevant manager.
- Adopt a continuous improvement methodology to ensure standards are met or enhanced.
- Review patient interaction processes (meal ordering, substitutions etc) to identify any improvements.
- Maintain an in-depth knowledge of the meal offers and menus available to all patients.

## 6. Accountabilities

- Improving CQC assessment of patient Dining and Domestic services
- Improving patient feedback of Catering and Domestic services (Experiencia, PET etc)
- Improving Hospital PLACE scores for all services

## 7. Person Specification

- Proven experience of managing a complex service with a diverse workforce
- Passion for customer care
- Good communication skills – ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to adhere to instructions, standards and procedures
- Computer literate in Microsoft Excel, Power point and Word
- Previous experience of producing accurate reports
- Advanced Food Hygiene
- IOSH managing Safely

## 8. Competencies

<b>Customer Focus</b> Building strong customer relationships and delivering customer-centric solutions.	<b>Business Insight</b> Applies knowledge of business and the marketplace to advance the organisation's goals.
<b>Being resilient</b> Rebounding from setbacks and adversity when facing difficult situations	<b>Optimises Work Processes</b> Knows the most effective and efficient processes to get things done, with a focus on continuous improvement.
<b>Communicates effectively</b> Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.	
<b>Decision Quality</b> Makes good and timely decisions that keep the organisation moving forward.	
<b>Courage</b> Steps up to address difficult issues, saying what needs to be said.	

**9. Management Approval** – To be completed by document owner

Version	3.0	Date 17/12/24	
Document Owner	Victoria Higginson		