

ROLE BRIEF

Department:	Governance
Job Title:	Claims and Complaints Lead
Responsible To:	Head of Risk Management
Location:	The Horder Centre, Crowborough & The McIndoe Centre, East Grinstead
Key Duties:	<ul style="list-style-type: none"> • Manage and maintain contemporaneous records on all claims and complaints received by Horder Healthcare. • Liaise directly with patients in response to their complaints. • Work closely with relevant managers in the collation and analysis of incidents, claims, complaints and patient experience identifying trends and areas of particular risk. • To provide support and cross working with the Datix lead. • To provide administration support by producing Datix reports, governance reports, data dashboards and the co-ordination of meetings including agenda setting and minute taking. • Maintain and update policies, procedures and user guides to assist staff in use of all Datix modules. • Co-ordinate Datix modules to ensure all aspects are covered effectively and maintain security of the risk management database. • Create and distribute combined periodic (weekly, monthly, quarterly, annual) and trend specific reports for departments that require these in an attempt to reduce the risk to the departments/ through proactive action from analysis of these trends. • Be responsible, in conjunction with the Governance Team for the way in which the Datix system is used to ensure learning from reported incidents, complaints and claims and risk issues. Identifying themes, trends, learning and action plans. • To provide support of uploading and tracking documents onto 4 policies .
Key Accountabilities:	<ul style="list-style-type: none"> • Liaise with the Chief Nurse to develop meaningful incident/complaints and claims data for use in Clinical Governance and Board of Directors reports. • Working with the Executive team to provide a report of relevant Consultant data for use with Consultant Appraisals/ Reviews. • Plan, prepare and deliver Complaints Datix software training for designated new and existing Horder Healthcare staff. • Work closely with the Chief Nurse to ensure Horder Healthcare policy and process is followed in respect of complaints and potential/actual claims. • Co-ordinate responses from relevant personnel to ensure timescales are met as detailed in The Horder Healthcare complaints policy. • Lead the investigation of claims and complaints when required.

	<ul style="list-style-type: none"> • Collate the evidence from investigations in relation to claims and complaints. • To be the point of contact for external bodies such as NHSLA and legal representatives in respect of potential/actual claims • Prepare complaint response letters for approval and sign off per complaints policy. <p>GENERAL</p> <ul style="list-style-type: none"> • To carry out any other reasonable duties as requested by senior staff. • To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare. • To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare. • To apply information security in accordance with the established policies and procedures of the organisation. • To take an active role in the Horder Healthcare's staff appraisal system and action agreed goals and objectives. • You are required to apply security in accordance with established policies and procedures of the organisation. • To be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm, understanding their relation to the values of Horder Healthcare and to report safeguarding concerns to appropriate professionals, recording incidents accurately. • To adhere to all policies and procedures including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies. • To take reasonable care for the health and safety of yourself and others that may be affected by what you do while at work and complete all mandatory training as required. • All staff should be aware of their responsibilities and role in relation to the Business Continuity Plan. • Infection Control and Hand Hygiene - All employees are required to be familiar with, and comply with, policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques and safe disposal of sharps.
Key Knowledge, Skills and Experience:	<p>Must Haves</p> <ul style="list-style-type: none"> • Experience with complaints management. • Customer service experience. • Admin experience. • Good command of the written English language. • Competent with working with excel and word, databases, outlook and

	<p>Teams.</p> <p>Nice to Haves</p> <ul style="list-style-type: none"> • Experience of working in a medical environment.
Health and Safety:	<p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> • Compliance with clinical procedures and protocols, including uniform and dress code. • The use of personal protective equipment. • Safe procedures for using aseptic techniques. • Safe disposal of sharps. <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
Equal Opportunities	<p>Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependents, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
Confidentiality	<p>You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.</p>
Safeguarding	<p>You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.</p>
People Managers (if applicable)	<p>You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.</p>

Review	<p>Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.</p> <p>Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.</p>
Role Brief Agreement	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p>Colleague name:</p> <p>Colleague signature:</p> <p>Date:</p>