

## **PRIORY SURGERY**

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Patient Experience and Engagement Manager</b>
<b>HOURS PER WEEK:</b>	<b>Circa 25 Hours per Week</b>
<b>SALARY:</b>	<b>Up to £32,000 (pro rata), negotiable for the right person</b>
<b>RESPONSIBLE TO:</b>	<b>Deputy Practice Manager</b>

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#### **Job Summary:**

The Patient Experience and Engagement Manager plays a critical role in ensuring the delivery of a high-quality, patient-centred service across the practice, aligned with the surgery's values. You will be responsible for leading and managing the patient navigation team to provide excellent front-line service and will develop and implement strategies to enhance patient engagement, communication, and satisfaction.

Working closely with the Practice Business Manager, Deputy Practice Manager and the wider practice team, you will ensure that patient needs are heard and addressed, contributing to a culture of continuous improvement and compassion in line with NHS values and the practice's commitment to outstanding care.

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#### **Key Responsibilities:**

##### **Patient Navigation Team Management:**

- Line-manage the patient navigation team, providing daily leadership, supervision, training, and performance management.
- Ensure a professional, courteous and efficient front-desk, telephone and online service for all patients and visitors.
- Create and manage rotas, ensuring appropriate cover at all times.
- Handle escalated patient concerns or complaints with professionalism and empathy.
- Adopt a data informed approach to identify and address training needs, supporting continuous development and service improvement within the reception team.
- Foster a supportive and accountable team culture, promoting collaboration and resilience.
- Provide patient navigation backfill as required in the event of staff shortages.

##### **Patient Experience & Engagement:**

- Work closely with the practice management team to develop patient experience initiatives to gather and respond to patient feedback (e.g. surveys, complaints, Friends and Family feedback). Leading on key projects where appropriate.

- Work closely with the practice management team to analyse patient feedback trends and develop action plans to improve patient satisfaction and service delivery
- Work closely with the practice management team to develop and maintain effective patient communication channels (e.g. newsletters, notice boards, website content, leaflets, social media, digital tools).
- Act as a lead for the practice volunteer group, coordinating meetings, communication, and collaborative projects.
- Support the development of inclusive engagement strategies to reach underrepresented or vulnerable patient groups.
- Promote health campaigns, events, and patient education initiatives in line with practice and NHS priorities.

#### **Operational Support:**

- Collaborate with the wider management team to ensure smooth day-to-day running of the practice.
- Contribute to service improvement projects and quality initiatives (e.g. QOF, CQC readiness).
- Monitor and report on patient experience KPIs and make data-informed recommendations.
- Ensure compliance with confidentiality, safeguarding, and data protection policies.
- Act as a key contact for external stakeholders and community groups involved in patient engagement.

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#### **General Responsibilities:**

##### **Health and Safety:**

- The post holder will comply at all times with the requirements of the Health and Safety regulations and the Practice's Health and Safety Policies and Procedures, including relevant Infection Control protocols.
- You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

##### **Confidentiality:**

- In the course of your work, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**Job Description Review:**

This job description is not a complete list of duties but is intended to give a general indication of the range of work undertaken, which will vary over time as demands and priorities within the NHS change. Significant changes in the range of work undertaken will be made only after discussion with the postholder. This job description will be kept under review to ensure that it remains up to date.

***This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities.***