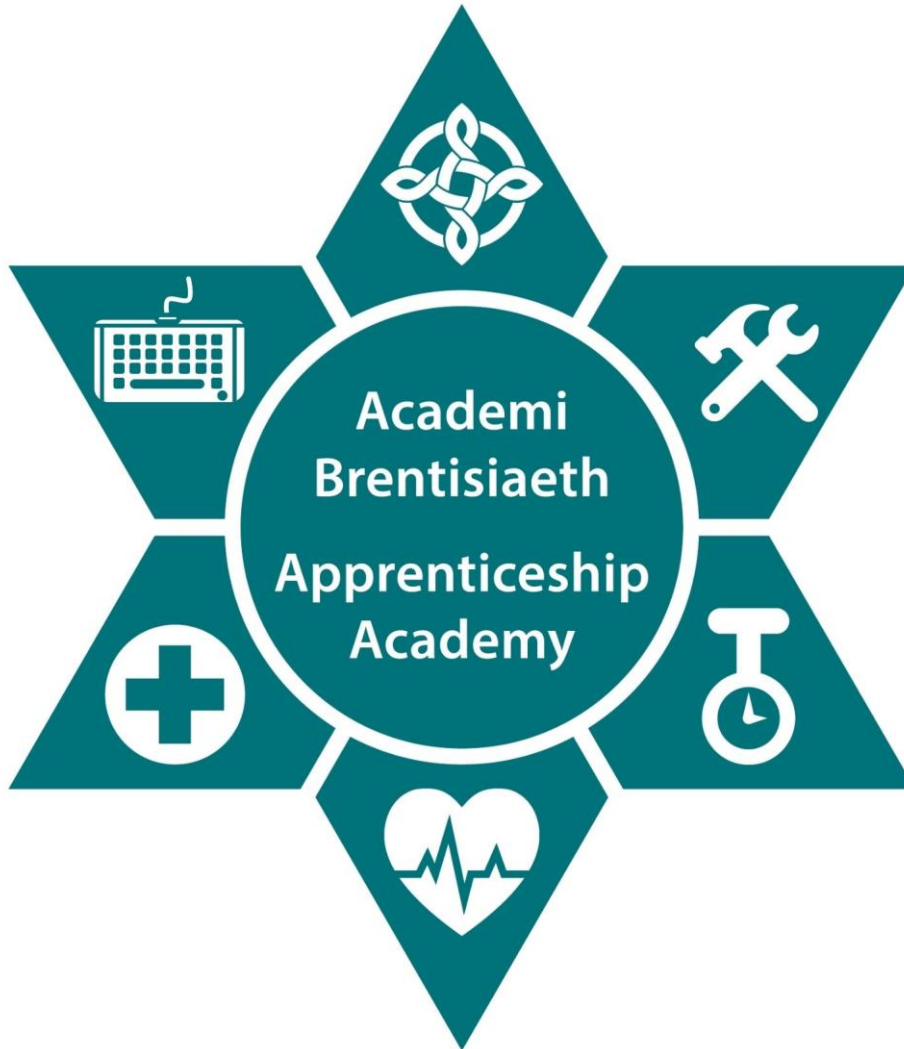




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Patient Experience Apprentice (Customer Services)

Information Pack 2021

What is the Patient Experience Apprentice?

- ✓ Do you want to help improve patient experiences?
- ✓ Are you ready for a challenge?
- ✓ Would you love to be in a job where you will be in contact with patients, their families and carers?
- ✓ Would you like to learn and earn?
- ✓ Do you like providing good customer service?
- ✓ If you have answered yes to all of these questions, then this could be the role for you!

The Patient Experience Team support patients by answering their health care enquiries, offering advice and signposting to appropriate services and agencies. Listening to our patients is critical to improving the services we deliver and the team use a variety of mechanisms to capture our patients' voices. Our goal is to make our service as accessible as possible, and as a result, we are looking for applicants who are excited by using innovative ideas involving the latest technological advancements. The successful candidate would need to be able to passionately embrace all the values of the Health Board, as this will be at the heart of everything they do.



The Patient Experience Apprentice Programme is an exciting opportunity that will enable you to train to become a valued member of the Patient Experience Team through work-based learning. Your focus is on providing a high level of customer service. You will begin by completing a Foundation Apprenticeship in Customer service (level 2), progress to an Apprenticeship in Customer Service (level 3), before taking on the role of a Patient Experience Officer (Customer Service).

How is the Patient Experience Programme different to other apprenticeship programmes?

The Patient Experience Apprenticeship Programme combines two learning programmes into one, which shows that we are committed to providing a direct pathway to becoming a Patient Experience Officer. It allows you to gain a broad range of experiences working in health care. You will be learning whilst you are earning the whole time.

Programme Outline for the Patient Experience Apprentice Programme				
Level 2 Foundation Apprenticeship in Customer Service	Sept 2021			National Minimum Apprenticeship Wage
	Sept 2022			
Level 3 Apprenticeship In Customer Service		Sept 2022		£14,799 per annum, increasing to £15,865 after 6 months
		April 2024		
Patient Experience Officer			April 2024	Band 3 £19,737

*Hywel Dda University Health Board have the right to modify qualifications based on changes to qualifications, sector requirements or funding.

*Rates of pay correct as of December 2020.

What does the Patient Experience Apprenticeship Programme involve?

- A comprehensive induction which will prepare you for your role within the Health Board
- You will have 'off-the-job training' to develop your learning
- You will have a mentor from the college
- You will attend workshops where you will have the opportunity to discuss and share ideas
- You will work towards vocational qualifications, building the levels as you grow
- You will have the opportunity to shadow members of the Patient Experience Team as part of the induction process
- You will be assigned a workplace mentor, who will support you and help develop your skills throughout your programme

What will you be doing within your role?

You will interact, not only with patients, their families and carers, but also a variety of departments within the Health Board.

Under supervision, after appropriate training you will:

- Act as a liaison for patients, working closely with Patient Advice and Liaison Service (PALS) and Family Liaison Officers.
- Take part in promotion events, representing the Patient Experience Team;
- Actively engage with patients in all areas.
- Work closely with staff to provide ongoing administrative support to the department.
- Support any initiatives being undertaken by the team.
- Help create and maintain reports and spreadsheets using a variety of computer packages including Word, Excel and PowerPoint.
- Carry out any photocopying, scanning, filing and laminating as required.
- Ensure that patients are the focus of everything you do.
- Deal with day to day enquiries within the department, involving communicating and responding to queries, and liaising with various individuals from other departments, external organisations and stakeholders.
- Assist with the collection and analysis of data as requested.
- Assist in the organisation of Patient Experience Team events, ensuring resources are in place.

Programme Overview

Level 2 Foundation Apprenticeship (12 months)

Individuals will complete the following:

- Apprenticeship Induction
- Corporate Induction
- Team Induction
- Welsh Patient Administration System Training (WPAS)
- Datix Incident Reporting System Training
- Progress review every 61 days
- Manual Handling Passport
- E-learning Modules
- Welsh in the Workplace
- Study Skills
- Support with any learning needs
- Mentor Support and access to welfare officers (including housing, financial, well-being)

Apprenticeship consists of the following qualifications:

- Level 2 in Customer Service
- Application of Number Essential Skill Level 1
- Communication Essential Skill Level 1
- Digital Literacy Essential Skill Level 1

Level 3 Apprenticeship in Customer Service (18 months)

Individuals will complete the following:

- Diploma Level 3 Customer Service
- Application of Number Essential Skill Level 2
- Communication Essential Skill Level 2
- Digital Literacy Essential Skill Level 2

What are the entry requirements?

- You must be a kind, caring person who is passionate about helping others
- You must be aged 16+ in September 2021
- You must have lived in the UK/EEA for the last three years
- You must have a willingness to work hard
- Good standard of literacy and numeracy
- Experience of IT packages (word processing, spreadsheets, email and presentation programmes)
- You must not hold a Customer Service Level 2 qualification or higher
- You must not be in any formal government-funded education at the time of starting the Patient Experience Apprentice Programme

How do I apply?

We are looking to recruit three Patient Experience Apprentices, to be based at Withybush General Hospital, Pembrokeshire and Carmarthenshire.

If you would like to apply for the Health Care Apprentice opportunity, please visit the NHS Jobs website or our Hywel Dda website:

<http://www.wales.nhs.uk/sitesplus/862/page/75202>

Make sure you don't miss the closing date and please read the advert carefully prior to completing the application form. We will be accepting applications from the 9th April and the closing date will be 25th April 2021.

Good Luck!

Please take care to apply for the vacancy in the locality you wish to work.

What happens next?

Once the closing date has passed, those who are successfully shortlisted will be invited to attend an assessment day. This will give you the chance to meet us as well as get to know more information about the programme and job role. This will be held on the 27th May 2021.

When will you receive feedback?

Everyone who attends the assessment day will be notified by the Patient Experience Team if they have been successful or unsuccessful. This will be held on the 04th of June 2021. If you are successful, you will start your employment as a Patient Experience Apprentice with Hywel Dda University Health Board in September 2021.

What documents do you need to before you can start?

To ensure we can deliver an efficient and safe recruitment process, you will be asked to provide the following documentation (please read this carefully):

- Proof of the right to work in the UK
- Proof of identity
- Provide evidence for a DBS (Disclosure and Barring Service) check

Key Dates

Vacancy live: 09 th April 2021
Closing date: 25 th April 2021
Shortlist date: 26 th April 2021
Selection day: 27 th May 2021
Feedback: 04 th June 2021
Start Date: 22 nd September 2021

Why should you work for us?

Why apply for an apprenticeship in Hywel Dda University Health Board? Here's just some of the reasons why:

- Apprenticeships are a great first step into a career in the NHS
- Apprenticeships combine practical training with paid employment ('earn while you learn')
- You will be working alongside experienced staff to support you and help gain the practical skills you need
- You gain nationally recognised qualifications, with no tuition fees
- We offer 27 days paid holiday a year, plus additional Public Holidays
- Holiday entitlement increases with service
- It's a great experience, working as part of a team, making a real difference

Invest in your future. Come and join the Hywel Dda family. There's no better place to #TrainWorkLive

What should I do if I have a question?

If you would like to know more about the role, please contact Emma Haycocks at:

HDD.PALSTeam@wales.nhs.uk

For qualifications or apprenticeship queries, please contact the Apprenticeship Academy at:

apprenticeship.academy@wales.nhs.uk or phone 07971480755