

Job description

Position	Digital Health Change Practitioners
Grade	8A
Location	Princess Alexandra Hospitals Trust
Hours	37.5hrs per week
Responsible to	Theatres Matron
Accountable to	Chief Nursing Information Officer

Our Organisation

The Princess Alexandra Hospital NHS Trust (PAHT) provides a full range of general acute, outpatient and diagnostic services at The Princess Alexandra Hospital in Harlow, the Herts and Essex Hospital in Bishop's Stortford, and St Margaret's Hospital in Epping.

We employ 3,500 staff and serve a local population of around 350,000 people living in west Essex and east Hertfordshire, centred on the M11 corridor and the towns of Harlow, Bishop's Stortford and Epping. Our extended catchment area incorporates a population of up to 500,000 and includes the areas of Hoddesdon, Cheshunt and Broxbourne in Hertfordshire.

Our Values

The Princess Alexandra Promise to our patients as identified by our 3 values which will contribute to improving our patient experiences:

Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts

Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both

Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care

The Trust believes in investing in all our staff and rewarding high standards of care whilst building for excellence and in return we expect our staff to uphold the Trust values to the highest level.



Job summary

The post holder will actively support Nurses, Midwives and AHP's with the adoption and transformation of Alex Health; our new electronic health record, other clinical digital systems, digital technology and the utilisation of data to improve our effectiveness, staff experience and patient quality and safety. This supports our aspiration to be the most digitally mature hospital within the NHS. As part of a team the postholder will support The Princess Alexandra Hospital NHS Trust Digital Strategy 2021-2030. Furthermore, identifying, supporting and leading the transformation, change, communications and training across our digital programme while identifying the benefit realisation of the projects. As a Digital Change Health Practitioner, the postholder will be a qualified NMAHP professional working closely with the clinical digital team acting as a conduit between the digital teams and the clinicians. They will play a key role in identifying and leading new areas for development, alongside ensuring that technology is used effectively, and teams are supported to feel confident in the functionality and use of new systems and data.

Within the role the postholder will further influence and lead the informatics agenda, supporting areas in identifying where data can be used to improve clinical practice and deliver safer patient care. Furthermore, the postholder will offer support to teams to understand and use data as part of their day to day work, ensuring that as a Trust our teams understand how to Identify and own their data and recognise that this will support the delivery of outstanding care and the identification of where improvements needs to be made alongside recognising how this links in with key stakeholders.

As part of the role the postholder will be required to attend training and acquire projects as a clinical safety officer. This will support the validation and the safe transformation of services through Digital Technologies ensuring that clinical safety lies at the heart of everything we do.

As a Digital Health Change Practitioner who is focused on leading change using digital technology and data, the postholder will develop, grow and support the promotion and work of the Digital champions across the Trust and link in with the patient panel to ensure the needs of the staff and patient communities are heard and integrated within the trust's digital health plans.

Scope and range

The post holder will be expected to work closely with senior stakeholders. They will report regularly through the clinical digital governance structures to avoid silo working, maximise collaboration and communication to ensure the benefits are managed and minimise duplication.



As the Digital Health Change Practitioner, the postholder will work closely with the Chief Nursing Information Officer, and the Nursing, Midwifery and AHP teams across the organisation to support the delivery of the Digital Strategy and the usability and adoption of our EHR. This will include leading and supporting staff while supporting transformation and change and maintaining patient safety.

When required the Digital Health Change practitioner will represent the Chief Nursing Information Officer at relevant professional groups within the trust, across the ICS and Nationally to ensure representation of the Nursing, Midwifery and AHP workforce from The Princess Alexandra NHS Trust within the digital agenda.

Duties and responsibilities

- Ensure that clinical patient safety is the overarching priority within any digital transformation/change process
- Work in a strong and effective manner with key stakeholders to clarify, translate and describe Digital Transformation programme briefs and deliver highly effective outcomes
- Act as a role model to support clinical and professional digital leadership across all areas of the trust
- Demonstrate a high level of knowledge, skill and understanding of clinical practice, act as a specialist resource and role model to colleagues
- Support the optimisation of Alex Health including design, testing, build, development and problem solving ensuring the participation of end-users while working closely with transformation teams
- Build effective alliances to ensure priorities are understood and reflect the needs of our clinicians, external stakeholders and patients, while meeting the nationally set data quality and collection priorities
- Work with project managers to develop relevant, timely actionable metrics and benefits that aligns with the PAHT Digital Strategy and What Good Looks Like framework
- Work in association with clinicians across the Trust, external stakeholders and the Patient Panel to ensure all aspects of coproduction are assessed and implemented where required in taking the digital and informatics agenda forward
- Ensure that Digital Clinical Transformation projects are built on a solid foundation of clinical engagement, research and support
- Represent digital Nursing, Midwifery and AHP's in wider ICS digital work
- As will be occasionally required, be willing to work flexibly to support all areas of the business
- Build relationships with key stakeholders to support the sharing of good practice with new digital solutions



- Assess the impact of clinical systems on clinical activities and record keeping, including an analysis of clinical forms
- Provide leadership and guidance across the Trust to facilitate a cultural change in the organisations approach to using digital clinical information and solutions
- Demonstrate a high level of knowledge, skill and understanding of clinical practice, act as a specialist resource and role model to colleagues.
- Work alongside clinical staff, providing support, coaching, mentorship and education within both data collection and auditing. Act as a mentor to all areas of the business to support how the use and understanding of local and national data
- Assess the readiness of areas to use systems, to optimise the timing of system introductions, to identify any temporary or permanent process changes that are needed and to design these changes in conjunction with clinicians
- Maintain a good working relationship with system suppliers to ensure the needs of the Trusts are understood and all local and national requirements are met
- Review training materials to help deliver and support clinical stability during change
- Investigate and describe benefits, to help develop a benefits realisation plan and contribute to business cases, to define performance metrics and track projects and benefits using the trusts project tracking tool (PM3 tool)
- Develop, maintain and refine robust systems and processes for identifying and addressing patient safety risks associated with Digital Health Applications and IT Systems
- Work with clinicians to recommend improvements in workflows to help embed change within both digital and informatics
- To supervise the development of new working practices as new deployments are introduced managing difficult issues and conversations
- Ensure that new processes are developed in accordance with policies and procedures with particular focus on reducing our carbon footprint
- Work as a conduit between the ICT team and clinical teams to ensure robust clinically driven systems are procured that are supported by our ICT team
- To communicate with clinicians to keep them informed of plans, progress and issue resolution, with a specific emphasis on local clinical systems.
- Have an awareness of the health technology that aligns with the nursing, midwifery and allied health professionals' goals for the organisation
- Directly support and influence the digital champions within the organisation to support improved digital inclusion within the trust and wider community
- Support the clinical governance within digital health
- Responsible for reporting, investigating and resolving clinical safety incidents and making recommendations on the safety of Digital Health



Applications and IT systems

- Facilitate and co-ordinate with individuals and organisations across and outside the ICS, to manage dependencies, maximise our collective strengths and ensure the PAHT Digital agenda reflects the Digital Strategy and projects
- Work collaboratively with Digital, and ITC teams to improve efficiencies and support work flows
- To design, build and deliver training on clinical IT systems being implemented to staff of all levels including clinicians and management
- To be a strong clinical presence within your area of practice
- Maintain competencies relating to digital leadership by attending regular updates such as local user group initiatives and national conferences as well as Expert Reference Group
- Lead on data quality analytics as a clinical member of staff, ensuring accuracy, completeness, and consistency of clinical and operational data.
- Provide oversight of data quality performance, identifying trends, risks, and areas for improvement, and implementing change management processes to enhance data integrity.
- Support external reporting requirements for the Trust, including submissions to NHS England (NHSE) and Model Hospital, ensuring compliance with national standards and timelines.
- Work collaboratively as part of the wider multidisciplinary team (MDT), including clinical, informatics, digital, and operational teams, to drive data driven decision making and service improvement.
- Act as a key liaison between clinical teams and informatics services to ensure accurate data capture, system optimisation, and alignment with reporting requirements.
- Responsible to maintain and uphold professional registration including clinical hours to demonstrate credibility within practice

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and the manager. All duties must be carried out under supervision or within Trust policy and procedure.

Person specification



modern • integrated • outstanding

patient at heart • everyday excellence • creative collaboration

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Evidence for suitability in the role will be measured via a mixture of application form, testing and interview. Essential: E Desirable: D

Trust values	
Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts	E
Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both	E
Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care	E

Education and qualifications	
Clinically registered and practicing NMAHP	E
Evidence of CPD	E
Masters Qualification or equivalent experience	E
Clinical safety officer qualification	D
Recognised teaching/mentoring qualification	D
Prince 2 or equivalent experience	D

Experience	
Experience of acting as a key contributor to Hospital based digital programmes including a EHR Go Live	E
Experience of leading on projects that have a positive impact across an organisation	E
Experience in leading service development and delivery	E
Professional clinical experience and leadership at a senior level within the peri operative environment/ Endoscopy	E
Experience of delivering training	E
Experience of completing and reviewing audits	D
Previous experience in change management	D

Skills and knowledge	
Use and knowledge of different clinical IT systems	E



Organisation development: understanding of the requirements of an information culture and emerging technologies	E
A knowledgeable clinician with ability to ensure clinical governance is embedded in practice	E
Knowledge of professional priorities and issues	E
Excellent communication skills	E
Successful influencer and negotiator: able persuade clinicians to engage with, implement and embed change to achieve successful outcomes	E
Convinced and committed about informatics as a tool to drive up clinical quality of care and support professional practice	E
Excellent standard of documentation and record keeping	E
High level knowledge of processes and workflows within clinical areas	D

Personal qualities	
Have the ability to work cohesively within a team and work independently	E
A desire to learn alongside supporting others through transformation and change processes	E
Excellent organisational skills	E
Excellent Motivator and ability to motivate others	E
Delivers the Trust values	E
The ability to work flexibly at times of need	E
Maintains the trust values at all times	E