

## **FOI 017/2022 Response**

### **Request**

Internal review on the following:

Additionally my request dated 26/02/2020 Role of PHSO Liaison Officer Failed to complete request please note my follow-up response regarding clarity in this role job description etc. . Ref FOI 399 long overdue for response. It's available here:

[https://www.whatdotheyknow.com/request/role\\_of\\_phso\\_liaison\\_officer#outgoing-1004717](https://www.whatdotheyknow.com/request/role_of_phso_liaison_officer#outgoing-1004717)

### **Response**

**With regard to BSMHFT and Health Services Ombudsman (PHSO) working relationship: Please can you publish:**

**(a) role and Job Description of your PHSO Liaison Officer, and his or her position in BSMHFT organisation chart.**

Our liaison with the PHSO is held within the role of Customer Relations Lead, under the guidance of the Head of Customer Relations, who reports to the Associate Director for AHPs, Participation and Experience and on to the Chief Nurse. This is not held as a separate role within the organisation due to the exceptionally low number of cases that are referred back to us via the PHSO.

Please see the attached Job Description for the Customer Relation Lead, and note that the document is the most updated version as of August 2021.

**(b) training requirement for the above role.**

We do not have a specific training requirement for PHSO liaison.