

# Role Description

<b>Role Title:</b>	Patient Safety Partner
<b>Band:</b>	Paid in accordance with the NHS England involvement payment guidance - £150 per full day session (>4 hrs) and £75 per half day (<4hrs)
<b>Location:</b>	Trust-wide/remote
<b>Reports to:</b>	Patient Safety Specialists

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<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

## What is a Patient Safety Partner?

The Patient Safety Partner (PSP) role is a new and innovative role in the NHS and as such will evolve over time. You will be part of a team of PSPs for the University Hospitals of Leicester (UHL) NHS Trust. The role has been created following a national change in the way in which we respond to incidents, investigate, learn and support all people involved known as the Patient Safety Incident Response Framework (PSIRF).

The main purpose of the PSP role is to be the voice for the patients and wider community we serve at the UHL and to ensure that improving patient safety is at the forefront of all that we do. We want to ensure at UHL we hear the voices of all patients in Leicestershire, regardless of their culture/background. Your role will help ensure everyone's views are included in UHL's patient safety program.

We would expect you to be able to be in confidence in communicating your feedback through with a focus on ensuring we are improving and maintaining patient safety. Duties that you may be involved in include talking to our patients and staff about safety and what matters to them, attending meetings looking at patient safety, risk and quality, assisting in the implementation of patient safety improvement initiatives, supporting patient safety training of staff, helping to develop patient safety information resources for the staff and public, and participating in the investigation of patient safety events.

These duties will be subject to review, and any amendments will be made in consultation and agreement with the PSP.

The initial posts would be for 2 years. The total time commitment initially for each PSP is expected to be 1-2 full days per month and this will be in a hybrid format with a mixture of face-to-face and online attendance. This includes preparation for and

attendance at group meetings. Membership of and attendance at the relevant meetings will mostly be held remotely via Microsoft Teams but may be face to face. These roles require attendance at one meeting every month and other activity between meetings.

The roles do attract an involvement payment for attendance at meetings and reimbursement for reasonable expenses in accordance with the NHS England involvement payment guidance; this is equivalent to £150 per full day.

<p><b>Role Summary</b></p>	<p>Your main role will be to work with us to ensure that we prioritise the safety requirements of our patients thereby maximising the things that go right and minimising the things that go wrong for people receiving our services.</p> <p>The Patient Safety Partner (PSP) is a new and exciting role to work with the Trust to enhance our response to incidents and you can shape what your involvement will look like. You will support the organisation to implement and embed the new Patient Safety Incident Response Framework (PSIRF) and make sure we continue to consider and prioritise the views of our patients, carers and families in our response to patient safety incidents.</p> <p>A patient safety partner (PSP) is actively involved in the design of safer healthcare at all levels in the organisation. This includes roles in safety governance – e.g. sitting on relevant committees to support how safety issues should be addressed and providing appropriate challenge and recommendations to ensure learning and change – and in the creation and roll-out of relevant strategy and policy.</p> <p>The PSP should ensure that any committee/group of which they are a member considers and prioritises the patient, carer and family perspective and champions a diversity of views. They will help to ensure the patient voice is at the forefront of what we do.</p> <p>The PSP will need to comply with relevant policies and maintain strict confidentiality in respect to discussions and information when required.</p>
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<p>Skills and experience</p>	<ul style="list-style-type: none"> <li>• Recent and relevant experience of being a patient or carer of someone using health services.</li> <li>• Understanding of and broad interest in patient safety with a willingness to learn and work in collaboration with UHL to improve patient safety.</li> <li>• Sound judgement and an ability to be objective.</li> <li>• Personal integrity and commitment to openness, inclusiveness and high standards.</li> <li>• Be a strong advocate for patient safety.</li> <li>• Ability to provide a patient, carer, or lay perspective and to put forward views on behalf of the wider community/groups of patients (not own opinion only).</li> <li>• Ability to read report and communicate both verbally and in writing.</li> <li>• Willing to bring up patient safety concerns with the senior management team.</li> <li>• Commitment to ensure attendance and active participation in relevant meetings</li> <li>• Be supportive and innovative in delivery of change</li> <li>• It is a requirement of the Patient Partner role that Patient Partners respect and adhere to the Trust's values at all times.</li> </ul>
<p>Equality and diversity</p>	<p>Have an understanding of individual patients' needs; awareness of protected characteristics<sup>1</sup> and differing socio-economic backgrounds.</p> <p>Having experience or understanding on how different people in the community may experience and access healthcare differently.</p> <p>Be mindful to represent the voices of all patient groups within Leicestershire.</p> <p>Act in accordance with trust's policy and procedures.</p>
<p>Support to colleagues</p>	<p>Support and guide new PSPs where required.</p>

	Take part in PSP forums to receive peer support and share learning.
<b>Communication</b>	<p>PSP to identify and discuss any concerns they have following the provision of feedback at committees/meetings with their supervisor</p> <p>Report any safety incidents to staff.</p> <p>Ensure that patient confidentiality is always maintained.</p> <p>Inform the chair of the meeting if there is a conflict of interests, e.g. patient or patient group are known personally to the PSP</p>
<b>Infection control</b>	<p>Adhere to the principles of hand hygiene when entering and leaving ward areas.</p> <p>Ensure that visitors and staff adhere to the principles of hand hygiene and direct them to hand washing facilities where necessary.</p>
<b>Training</b>	You will undertake statutory and mandatory training and further training will be designed to meet the individual needs of the Patient Safety Partners (PSPs); this will include patient safety training
<b>Health and safety</b>	<p>PSPs are subject to the requirements of the Health and Safety at Work Act and must ensure that his/her work methods do not endanger others or themselves.</p> <p>Report any environmental factors that may contravene health and safety requirements.</p> <p>Ensure that all work is carried out in line with trust policies and procedures.</p> <p>Attend induction and regular mandatory training.</p>

## Your Commitment

University Hospitals of Leicester NHS Trust require the Patient Safety Partner (PSP) to commit to the role for a minimum of 2 years following appointment. The requirement of the PSP is a commitment of up to 2 days/15 hours per month, which will be split over attendance of meetings and sessions of varying length. The PSP is required to monitor the number of hours they work each month.

## Additional Information

- We would not expect individual applicants to have all skills and experience
- A DBS check and references will be required for this role
- We value and promote diversity and are committed to equality of opportunity for all and appointments are made on merit
- Applicants are advised to seek further financial advice as involvement payments may have tax implications as the payments may be regarded as earning whether they are employed, unemployed, retired, or receiving state benefits.

## Recruitment process

Once we receive your application

1. Applications will be assessed against the skills and experience required. Shortlisting will be made based on the content of the application form.
2. Informal interviews will be arranged for successful applicants
3. Please note that two recent references will be taken up for successful applicants before starting in the role.

## It is advisable to consider:

- Why you are interested, including personal experiences or processes in the NHS (or other organisations)

- What skills, past experiences, and insights you feel you can bring to the role.
- Any potential conflicts of interest we should consider
- Any accessibility issues we need to make adjustments for
- Please also indicate what days and times of the week are best suited and if there are any you are unable to commit to.

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<sup>i</sup> <https://www.equalityhumanrights.com/en/equality-act/protected-characteristics>