

Role Description

Job Title:	Patient Safety Partner (PSP)
Base:	Salisbury NHS Foundation Trust – Salisbury District Hospital, Odstock Road, Salisbury, SP2 8BJ
Commitment:	Approximately 8 - 10hours per month
Arrangement type:	Voluntary with travel expenses
Reporting to:	Head of Patient Experience

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented, and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Background and Purpose of the Role

The NHS Patient Safety Strategy (July 2019) recognises the importance of involving patients, their families and carers (and other lay people) in improving the safety of NHS care.

The Patient Safety Partner role was developed in response to this and ensures patient involvement in organisational safety, supporting and contributing to healthcare governance and to the management of patient safety processes.

This new role will encompass opportunities for the following:

- membership at safety and quality committees whose responsibilities include the review and analysis of safety data (this would involve attendance to our committee meetings such as Clinical Management Board, Patient Safety Steering Group, Patient Experience Steering Group and our Weekly Patient Safety Summit).

- involvement in patient safety improvement projects – these are identified through our various patient safety workstreams and have flexibility to be aligned with individuals' areas of interest or experience as service users
- working with organisation boards to consider how to improve safety, this would mean attending our Clinical Governance Committee and accompanying members of our executive and quality teams on Board Safety Walks.
- participation in investigation oversight groups such as our Clinical Risk Group (CRG) and involvement within our Patient Safety Incident Investigations (PSII's).
- become a key member of our Patient Safety Incident Response Framework (PSIRF) implementation group

Role Summary and Main Responsibilities

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 compliance monitoring and how safety issues should be addressed and providing appropriate challenge to ensure learning and change – and in the development and implementation of relevant strategy and policy.

The PSP should ensure that any committee/group of which they are a member considers and prioritises the service user, patient, carer and family perspective and champions a diversity of views.

Involvement in improvement projects with a focus on learning from patient safety events.

Working broadly with Salisbury NHS Foundation Trust to consider how to improve patient safety.

The PSP will need to comply with relevant policies and maintain strict confidentiality in respect to discussions and information when required.

Due to the trust's commitment to safety and continuous improvement, it is likely that the role will evolve over time. These duties will be subject to review; any amendments will be made in consultation and agreement with the PSP.

Organisation chart

The PSP will report directly to the Head of Patient Experience, they will hold regular one-to-ones to review the role and support the role-holder on a day-to-day basis.

The PSP will have also key relationships with the Head of Patient Safety who they will work with to identify workstreams for involvement or key areas of interest.

The PSP will also be linked with the Volunteering Services Manager for compliance with the volunteering policy. As demonstrated below:

Patient Safety Partner (PSP) – Organisation Chart



Remuneration and expenses

This is a voluntary role and no payment will be exchanged for commitment or for services provided. The PSP will be entitled to free car parking on site and travel expenses in line with our Volunteering Policy.

PSP commitment principles

The role of the Patient Safety Partner (PSP) is vital in assuring our commitment to the Patient Safety Strategy. In order for this role to be successful the role-holder will need to be able to demonstrate a consistent commitment. This will be key to embedding this new role, building relationships within the organisation and understanding the governance structures and processes within it.

As the role is new and developing, aspects of this may be subject to change including the level of commitment needed. This will be adjusted in consultation and in agreement with the role-holder. It is important that the role-holder discusses any concerns they may have in maintaining this commitment once the role has commenced.

Currently, we anticipate this role to equate to an approximate 8-10 hours per month commitment.

Skills and Experience

Understanding of and broad interest in patient safety.

Able to review, digest and comprehend a range of information and opinions.

Able to think widely about safety, health and wellbeing as well as service delivery and improvement.

Confidence to communicate well verbally with senior leaders about strategic issues, as an advocate for patient safety.

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).

Experience of championing health improvements; able to be a critical friend.

Interaction with multiple stakeholders at senior management level.

Experience of working in partnership with healthcare organisations or programmes.

Sound judgement and an ability to be objective.

Personal integrity and commitment to openness, inclusiveness, and high standards.

Ability to form collaborative, supportive and professional relationships with both clinical and non-clinical staff at all levels.

Access

The role-holder will be provided with an NHS.net account and will be granted other accesses relevant to their role.

ID badges will also be provided as will any other garments needed to enable easy identification of this voluntary role.

Training

There will be a requirement for patient safety partners to be trained generally in patient safety knowledge when further needs are identified, and training is available. Where possible and appropriate this training will be with staff. Mandatory training in the following areas will also be required in line with our volunteering policy:

- Information governance
- Equality and diversity
- Safeguarding Level 1
- Fire Safety
- Health & Safety
- Infection prevention including hand hygiene

Patient Safety Training - Level 1 will essential.

Further training will be available to PSP's to support them to be effective in their role as this develops.

Planning and organising

Ability to plan time to prepare for meetings and undertake any other activities required as part of the role.

To attend PSP support meetings and training events.

Personal

Adhere to the principles of the role description.

Inform relevant person if unable to attend meetings or undertake any other identified activities.

Support to colleagues

Support and guide new PSPs where required.

Take part in local PSP networks as these develop to receive peer support and share learning.

Communication

Report any safety incidents to staff.

Ensure that patient confidentiality is always maintained.

Trust Policies and Procedures

The post holder is required to comply with Trust Policies, Procedures and Standards at all times.

Confidentiality

Patient Safety Partners are required to maintain the confidentiality of information regarding patients, staff and other health service business in accordance with the Caldicott Guidelines and Data Protection Act and Children's Act and all other relevant legislation as appropriate.

Risk Management

Patient Safety Partners have a responsibility to report any risks and clinical and non-clinical accidents and incidents promptly and co-operate with any investigations undertaken.

Health and Safety

Patient Safety Partners must be aware of their responsibilities under the Health and Safety at Work Act 1974 and must ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

Equal Opportunities

The trust is positively committed to the promotion and management of diversity and equality of opportunity.

Conflicts Of Interest

The Trust is responsible for ensuring the service provided for patients in its care meets the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends.

The Trust standing orders require employees to declare any interest, direct or indirect, with contracts involving the Local Health Community.

Staff are not allowed to further their private interests in the course of their NHS duties.

Infection Prevention and Control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff.

It is the responsibility of all personnel to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health and Social Care Act 2008 (updated 2010), establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections.

It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of Departments, Matrons and other Clinical Leaders are responsible for ensuring that:

The necessary equipment and mechanisms are in place to support infection prevention.

Health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all personnel are suitably educated in the prevention and control of HCAI.

Role Review

As this is a new role, we would be looking to review this role description with the post holder within the first 6 months. Changes made would be done so in consultation with the role holder.

Additional Information

Role-holders must take responsibility to ensure that they are aware of and adhere to all the relevant Trust policies, procedures and guidelines relating to their arrangement.

This post will be subject to an enhanced disclosure check with the Disclosure and Barring Service. For more information regarding the DBS please access the following web site, www.gov.uk/disclosure-barring-service-check.