

# Role Description

## Quality Governance and Assurance Directorate

<b>Role Title:</b>	Patient Safety Partner
<b>Accountable To:</b>	Associate Director of Quality
<b>Reports To:</b>	Head of Patient Safety & Improvement and the Maternity Patient Safety Specialist

### OUR VALUES

#### CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

#### HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

#### ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

### Patient Safety Partner?

A person who can develop safer services for patients and who wants to work in partnership with Hull University Teaching Hospitals. People who have been a patient, carer or had a family member who has used any health and care service. It is a person who is passionate about safe care and services.

### **Main purpose of role**

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.

### **What you will do as part of the role**

You will work with us in the following way:

- It is important that you participate and join key conversations and meetings within the Trust governance structure that address patient safety. You will attend our patient safety meetings and committees.
  - Committee's/meetings may require face to face attendance or may be online, either of which the PSP must be comfortable with this approach
  - You will be expected to prepare for the meetings you attend by having read the papers in advance.
  - You should make notes of any comments you wish to make following review of the papers. These could be queries, challenges, concerns, or suggestions.
- You will be confident to raise comments and objectively provide challenge about the way that we work and be our critical friend to help develop a safer Organisation
- Representing the patient's/family voice, to ensure the committee/meeting members have a patient's perspective.
- Offer suggestions of how the PSP role can contribute to improvements in the quality and safety of patient care.
- Co-designing the developments of Patient Safety initiatives including Quality Improvement Programmes.
- Involvement in training programmes that require a patient perspective e.g. teaching students or other staff how to involve patients in their own safety or the impact that error can have on patients and families.
- Work equitably alongside other PSPs, the senior members of the organisation including, but not exhaustive to, Directors, non-executive Directors, heads of service and a range of other roles throughout the organisation when required
- Compliance with relevant policies and maintaining confidentiality.
- A recognition there is a requirement for flexibility.

### **Skills and experience**

- A sound understanding and broad interest in patient safety
- Excellent communication skills, including being able to verbally communicate with a range of people at varying levels
- An ability to advocate for patient safety
- An ability to read and absorb a range of information from a variety of sources
- Confident to help develop a safer Trust
- Ability to represent all patients, as part of the wider community
- Commitment to maintaining high standards, with a commitment to being open and honest.
- To be able to remain objective, acknowledging the requirement to see from different perspectives.

- Excellent time management skills in being able to plan and prepare for meetings you will be required to attend

### **Training for the role**

You will receive a full induction to both the Trust and the role. This will also include all the relevant training, for example:

- Patient safety syllabus levels 1 & 2
- Safeguarding
- Quality Service Improvement & Redesign (QSIR) training
- Information Governance

### **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 PSP agreement
- Inform relevant person if unable to attend meetings or undertake any other identified activity
- 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.
- Commit to attending pre planned meetings that require PSP involvement

### **Support**

- Take part in the Trust PSP forum to receive peer support and share learning
- Support new PSP's

You will have a dedicated person who will support you in the role and who you will have regular meetings with so that you can discuss the role, raise any issues or concerns, or discuss any queries you may have with.

### **Infection Control/ Equality and Diversity and Health and Safety**

- Act in accordance with the Trusts Policies and Procedures

### **The expectation of the role:**

There will be an expectation for the role to:

- Attend all required training and follow organisational policies and procedures
- Always maintain confidentiality in line with organisational policy
- To fully commit to the role ensuring that you will be available to attend meetings when required and have sufficient preparation time
- To commit to a minimum of 2 years in the role
- To undertake a DBS check that is required for this role and will be arranged by the organisation
- Commitment to a number of meetings, this will equate to approximately 2 Full days per month (15 hours), this may be split depending on meetings and role requirements.

### **Payments**

- Additional reasonable expenses can be claimed for in accordance with the organisational Policy.

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.