

Job Description

Title:	Patient Safety Partner
Department:	Quality Governance
Accountable to:	Associate Director for Quality Governance
Supported by:	Head of Patient Safety
Duration of term:	24 months

Main purpose of the role

Patient safety partners (patients, carers, family members) knowledge and experience will support Whittington Health Trust to build a proactive patient safety culture. Your contribution will provide an unbiased and uncompromised view of what it feels like to receive care and will substantiate where personalised change is necessary.

The NHS England and NHS Improvement (NHSEI) Patient Safety Strategy 2019 provides guidance to all NHS organisation on ways to change the safety culture, ensuring that service users and communities have a voice in the development of patient safety systems and are involved in their own safety at all levels of the organisation, from wards to the boards.

As a key part of the patient safety team at Whittington Health, you will:

- Be the voice of the patient or carer
- Represent patients, their families, and carers in the Trust to ensure that the patient voice is central to all we do
- Bring ideas and strategies that will make a difference to patient experience and focus the Trust's thinking on "what would the patient or family think of what we have discussed today"?
- Challenge us and the way that we work with our patients and carers to promote a culture of openness and transparency and to ensure that we have a culture of continuous improvement.
- Play an active part in key conversations and meetings in the Trust that address patient safety and experience
- Help us design and develop our patient safety and involvement initiatives

Skills and experience

We want our PSPs to have a broad interest in patient safety and a commitment to helping us improve our services. As well as this, the ideal Partner should be able to communicate and liaise effectively putting across the patient or carer's perspective

We would like you to use your skills and experience to:

- Advocate for patient safety and experience and represent all patients as part of a wider community, being able to articulate the perspective of a patient/carer or lay person
- Provide challenge and help us develop a safer, more patient-centred, organisation

- Be open and honest to help drive the Trust's patient safety culture
- Have an active interest in improving safety systems in the NHS
- Offer sound and reasonable judgments and share objective views
- Be willing to champion quality improvements
- Adhere to patient confidentiality
- Show personal integrity and commitment

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.

How will Patient Safety Partners be supported?

We recognise that this is a very new role, not only at Whittington Health but across the NHS, but our commitment to supporting and developing the successful candidate means that:

- We will provide you with training and an induction to the Trust, and ongoing development and training appropriate to the responsibilities of this role
- We will provide you with management and support through the Trust's Patient Safety Specialist who will meet regularly with PSPs to discuss the role and any successes and challenges that may occur
- We will explain the standards we expect for our services and encourage and support you to help in achieving and maintaining them.
- Although the role is not salaried, remuneration for this role will be in line with involvement payments that according to national guidance.

Equal Opportunities

Our latest policy known as "Promoting Equality, Diversity and Human Rights" outlines the Trust's commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: <http://www.whittington.nhs.uk/default.asp?c=10505&q=equality> "

Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

Trust Policies and Procedures

- Act in accordance with the Trust's policies and procedures



- Employees and visitors must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Safeguarding

To comply with the Trust's Safeguarding Children and Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:

- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information in any format whether electronic or paper based, you should do so in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health,

Whittington Mission, Vision and Goals

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

Our mission

Helping local people live longer, healthier lives.

Our vision

Provide safe, personal, co-ordinated care for the community we serve.



Our goals

We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.

- To secure the best possible health and wellbeing for all our community
- To integrate and coordinate care in person-centred teams
- To deliver consistent, high quality, safe services
- To support our patients and users in being active partners in their care
- To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
- To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population

Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.

Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.



Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

No Smoking



Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment

We will reimburse expenses and offer involvement payment. Please keep all your receipts to give to us when you claim expenses



Person Specification

Post:	Patient Safety Partner	Grade:	N/A		Notes
Department	Quality Governance				
Attribute		Essential	Desirable	How Assessed	
Skills & Abilities	Ability to understand and evaluate a range of information and evidence	✓		Application /Interview	
	Ability to communicate your views and those of others to a range of audiences	✓			
	Confidence and competence in using IT systems (e.g., Outlook, Word, clinical or other record systems) relevant to the role	✓			
	Ability to engage with multiple stakeholders (i.e., NHS staff, voluntary sector, and community groups)	✓			
Knowledge & Experience	Broad understanding of patient safety or experience in patient safety	✓		Application /Interview	
	Experience of championing health improvement		✓		
	Recent experience using Whittington Health services as a patient or carer		✓		
	Lived experience of being affected by safety events		✓		
	Strong links to Whittington Health as a patient or carer				
	Understanding of the National Patient Safety Strategy and the Framework for involving patients in patient safety		✓		
Other	Commitment to openness, inclusiveness and the continuous improvement	✓		Application /Interview	

	Ability and willingness to travel to meetings as required	✓			
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Completed by:
Offer post Yes/ No

Date:.....
Comments