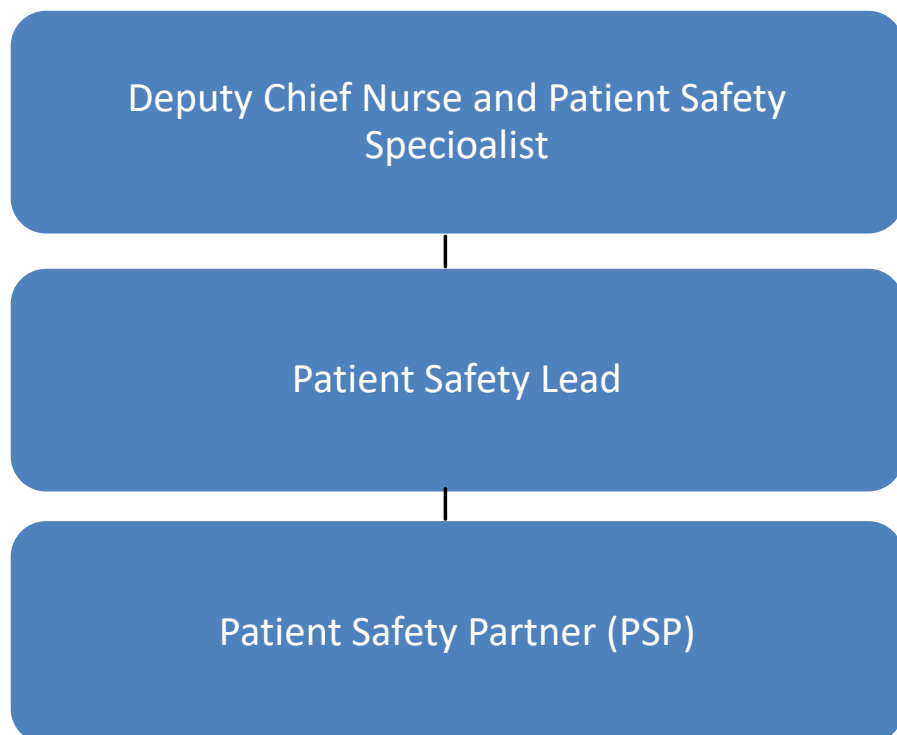


VOLUNTEER ROLE DESCRIPTION

ROLE TITLE:	Patient Safety Partner
DIRECTORATE:	Nursing and Quality
TEAM/SERVICE:	Patient and Organisational safety Team
BASE:	Agile
RESPONSIBLE TO:	Patient Safety Lead
RESPONSIBLE FOR:	Supporting the Trust Patient safety team and contribute from a Patient and Carers lens by sharing views and ideas on services delivered by clinical services in North staffs Combined healthcare. This could be via online professional's meetings or alongside individual clinical teams with the aim to inform improvements in experience for patients, families and staff.

Organisational Chart *(Responsible to/Accountable to/Responsible for)*



Role Summary:

The Patient Safety Partner (PSP) is a key member of the organisation's safety governance and learning system, bringing the lived experience and perspective of patients, families, and carers into all aspects of patient safety. In line with the NHS Patient Safety Incident Response Framework (PSIRF), the PSP supports a compassionate, systems-based approach to learning from patient safety incidents, with a strong emphasis on co-production, transparency, and continuous improvement.

The Patient Safety Partner (PSP) is a volunteer role that brings the voice and lived experience of patients, carers and families into the Trust's patient safety work. Working alongside the Patient Safety Team, clinical teams and senior leaders, the PSP helps ensure that patient perspectives are at the heart of learning, decision-making and service improvement.

The PSP acts as an independent critical friend, providing a patient and carer perspective on patient safety incidents, emerging risks, safety themes and improvement initiatives. Through involvement in safety meetings, learning reviews, quality improvement projects and co-production activities, the PSP supports the Trust to continually improve the safety and quality of services.

Working in line with the NHS Patient Safety Incident Response Framework (PSIRF), the PSP promotes a culture of openness, learning, transparency and continuous improvement. They help ensure that lessons from patient safety incidents are understood through a patient and carer lens and contribute to meaningful improvements for those who use Trust services.

Key responsibilities:

The Patient Safety Partner will work collaboratively with the Patient Safety Team, clinical teams, senior leaders and other stakeholders to support the development of safer services across North Staffordshire Combined Healthcare NHS Trust. The role will provide a patient, carer and family perspective to patient safety discussions, learning and improvement activities.

The days/hours and times will be negotiated with the Patient Safety Partner and Patient Safety Lead but with a requirement for frequent attendance at key meetings.

The Patient Safety Partner may be involved in:

Patient safety governance

- Attend patient safety meetings, groups and committees as agreed with the Patient Safety Lead.
- Contribute a patient, family and carer perspective to discussions regarding patient safety risks, incidents, learning and improvement.



- Support the Trust's commitment to openness, transparency and learning by providing constructive challenge and acting as a critical friend.
- Review patient safety reports, themes and trends and provide feedback from a lived experience perspective.
- Contribute to discussions regarding the quality and safety of services across the Trust.

Learning from patient safety incidents

- Participate in learning responses, reviews and improvement activities arising from patient safety incidents where appropriate.
- Attend SWARM huddles and MDT learning discussions to help teams consider the patient and carer perspective.
- Support the Trust in identifying opportunities to improve patient experience, safety and outcomes following incidents.
- Contribute to the development of actions and improvements resulting from patient safety reviews.
- Help ensure that learning from incidents is meaningful, person-centred and focused on improving future care.

Co-production and improvement

- Work as an equal partner with staff to influence the design, development and evaluation of patient safety initiatives.
- Participate in quality improvement projects relating to patient safety.
- Support the co-production of patient safety resources, guidance and communications where appropriate.
- Help identify opportunities to strengthen patient and carer involvement in safety improvement work.
- Share ideas and feedback to support continuous improvement across the organisation.

Representing the patient and carer voice

- Use lived experience to help the Trust understand what matters most to patients, carers and families.
- Seek to represent the wider views and experiences of patients and carers rather than solely personal experiences.



- Promote an inclusive approach that considers the needs of diverse communities and groups accessing Trust services.
- Support the Trust in ensuring that patient safety improvements are informed by the experiences of those who use services.
- Your involvement within the patient safety meetings will be with a view of offering a patient/public perspective on safety data, risks and themes and acting as a critical friend to support meaningful change and improvement.

Communication and engagement

- Prepare for meetings by reviewing relevant papers, reports and information.
- Ask questions and contribute to discussions in a respectful and constructive manner.
- Build positive working relationships with staff, volunteers, patients and carers.
- Maintain confidentiality and comply with all relevant Trust policies, information governance requirements and training expectations.
- Participate in development opportunities, support sessions and supervision arrangements provided by the Patient Safety Team.

Examples of activities

The Patient Safety Partner may:

- Attend the Trust-wide Clinical Safety Incident Group.
- Participate in selected Clinical Incident Review meetings.
- Attend PSIRF learning responses and SWARM huddles as appropriate.
- Contribute to patient safety improvement projects.
- Review patient safety information, reports and themes.
- Participate in development of patient safety training or engagement activities.
- Contribute to Trust-wide discussions regarding patient safety strategy, priorities and improvement programmes.
- Attend weekly review of clinical incidents meetings (although every week commitment not necessarily required dependant on personal circumstances)

Knowledge and Skills relevant to this role:

The successful Patient Safety Partner will bring valuable lived experience, insight and a commitment to improving patient safety across North Staffordshire Combined Healthcare NHS Trust. They will work collaboratively with staff as an equal partner, ensuring that the voices of patients, carers and families are represented within patient safety governance, learning and improvement activities.

The Patient Safety Partner will be able to demonstrate:

- Personal lived experience of using mental health services, or experience as a carer, family member or supporter of someone who has accessed mental health services.
- A genuine interest in improving patient safety, quality of care and the experiences of patients, carers and families.
- An ability to act as an independent and constructive critical friend, providing appropriate challenge and supporting open, honest discussions about safety, learning and improvement.
- Confidence in contributing to meetings, discussions and group conversations with a range of staff, including clinical teams, managers and senior leaders.
- Good communication and interpersonal skills, including the ability to express views clearly, listen respectfully to others and contribute positively to collaborative working.
- The ability to review, understand and discuss a range of information relating to patient safety, including reports, learning summaries, safety themes, trends and improvement plans, with support from the Patient Safety Team where required.
- The ability to identify issues from a patient, carer and family perspective and consider how services can be made safer and more responsive to people's needs.
- An understanding that the role represents the views and interests of the wider patient and carer community, rather than solely personal experiences or opinions.
- The confidence to ask questions, seek clarification and provide feedback that supports learning, improvement and safer care.
- The ability to work sensitively and professionally with potentially distressing or emotional information relating to patient safety incidents and service user experiences.



- A commitment to maintaining confidentiality, information governance requirements and professional standards at all times.
- Basic digital skills and a willingness to participate in online meetings using Microsoft Teams and other Trust systems, with support available where required.
- The ability to organise and prepare for meetings, including reviewing papers and information in advance and participating fully in discussions.
- A willingness to undertake relevant induction, training and development opportunities associated with the role, including patient safety training.
- A commitment to equality, diversity, inclusion and co-production, ensuring that a wide range of patient and carer perspectives are considered in safety improvement activities.
- An ability to demonstrate and uphold the Trust's CARE values of Compassionate, Approachable, Responsible and Excellent in all aspects of the role.

Skills Im bringing to this role

To be added when role is fulfilled by specific individual

GENERIC CLAUSES

To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole and actively contribute your ideas to ensure the Trust maintains a quality service for Service users and carers.

- To participate in a Review with Volunteer Coordinator and to undertake any identified training and development related to the volunteer/involvement.
- To undertake statutory and mandatory training as deemed appropriate to a volunteer/involvement role, by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

Trust Values:

As representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent



- Striving for the best, for high-quality safe care and continually improving

Health & Safety:

All volunteers have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

Infection Control:

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical (including volunteers) are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

Risk Management:

You are required to notify a supervisor or manager to contribute to the control of risk. They will use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and to complete Information Governance training on the Trust Learning Management System.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Diversity:

The Trust is committed to ensure that no-one receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right to equal opportunities for all.

Safeguarding:

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Volunteers must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this role.



Raising Concerns

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected to raise these concerns at the earliest opportunity, either with your supervisor or placement manager. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your role or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

Disclosure & Barring Service (DBS)

This role may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust will require a Disclosure through the DBS for this role to ensure suitability for involvement. Should a volunteer be subject to a caution, reprimand, final warning or convictions during the course of their involvement then they must share this with their supervisor and placement manager at the first possible opportunity, to assess their continued suitability for the role.

THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE

SIGNATURE: _____

DATE: _____



Person Specification

	Desirable (but not essential)
Experience	- Lived experience of accessing mental health services, or experience as a carer, family member or supporter of someone who has accessed mental health services. - Experience of providing feedback, participating in groups, volunteering, community involvement or contributing to service improvement activities. - An interest in healthcare, patient experience, quality improvement or patient safety.
Knowledge and Skills	- Good interpersonal and communication skills. - Empathetic, approachable and able to build positive working relationships with others. - Enthusiastic and committed to improving services for patients, carers and families. - Reliable and able to act professionally as a representative of the Trust. - Ability to contribute to discussions and share views in a constructive and respectful manner. - Confidence to ask questions and provide appropriate challenge where required. - Ability to review and discuss information, reports and documentation with support where required. - Ability to understand and reflect on patient, carer and family perspectives. - Good listening skills and willingness to consider different viewpoints. - Awareness of personal skills, strengths and transferable experience that may contribute to the role. - Ability to maintain confidentiality and handle sensitive information appropriately. - Reasonable literacy and written communication skills, with the ability to read, understand and discuss patient safety information, reports and meeting papers, with support from the Patient Safety Team where required
Other	- Able to communicate via email and participate in online meetings using Microsoft Teams (reasonable adjustments available where required). - Willingness to undertake statutory, mandatory and role-specific training. - Able to travel to Trust sites when required, with reasonable adjustments considered. - Commitment to supporting the Trust's CARE values: Compassionate, Approachable, Responsible and Excellent. - Willingness to contribute as an independent critical friend, helping to ensure patient, carer and family perspectives are considered in patient safety discussions and improvement activities. - Please discuss with the Volunteer Facilitator if you feel you may not meet all aspects of the person specification or require reasonable adjustments to undertake the role.

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| | <ul style="list-style-type: none">• Reimbursement for the Patient Safety Partner's time and reasonable expenses will be discussed with interested applicants in line with Trust arrangements. |
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