

Role title: Patient Safety Partner

Reports to: To be confirmed on appointment

Responsible to: To be confirmed on appointment

Base/department: To be confirmed on appointment

Could you be a Patient Safety Partner supporting the people of Norfolk and Waveney?

Do you have an interest in becoming involved in how we can develop our health and care services so that they are safer for our patients? Are you or have you ever been a patient, carer, or family member of someone who has used any health and care services? If so, we would like to hear from you.

Main purpose of role

The Norfolk and Waveney patient safety partner (PSP) will be actively involved in the design of safer healthcare at all levels across a range of local health and care organisations. 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.

This involves attendance at meetings to support and review safety issues providing appropriate challenge to ensure system wide learning, contributing to the development and implementation of processes and equitable patient outcomes. 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. Meetings may require face to face attendance or be held online, the PSP must be comfortable with either approach. The PSP will be required to:

- Respectively challenge the way that organisations work and be a critical friend.
- Adopt a questioning approach to the information shared at committee's and meetings.
- Be actively involved in the co-design of developments for patient safety initiatives.
- To comply with relevant policies and maintain strict confidentiality in respect to discussions and information as required.

Skills and experience

- An understanding of and broad interest in patient safety.
- Ability to communicate well in writing and read comprehensive reports.
- Ability to understand and evaluate a range of information and evidence.
- 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 interactions with health and care services or organisations.
- Sound judgement and an ability to be objective.

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

Training

The PSP will be given training in patient safety and incidents. This will be through a blended approach with a combination of e-learning, virtual webinars, and face to face facilitation. Where possible and appropriate this training will be with multi professional teams. Mandatory training will also be required, including following:

- Information Governance
- Equality and Diversity
- Safeguarding Level 1
- Confidentiality
- Conflicts of Interest.
- Fire Safety
- Moving and Handling

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 Norfolk and Waveney Integrated Care System (ICS) values and organisational codes of practice, including policies and procedures
- Demonstrate professional etiquette at all times when representing the patient voice on behalf of Norfolk and Waveney ICS
- Adhere to the Nolan Principles, these include selflessness, integrity, objectivity, accountability, openness, honesty and leadership
- Reflect sensitivity and empathy when receiving lived experience information supporting the privacy and dignity of the patient/ family member sharing the dialogue
- Inform their Patient Safety Specialist if unable to attend meetings or undertake any other identified activities.
- Work with fellow PSPs to develop a network of expertise across the ICS.

Support to colleagues

- Support and guide new PSPs where required.
- Take part in PSP networks to receive peer support and share learning.

Communication

- Report any safety incidents to your Patient Safety Specialist.
- Ensure that patient confidentiality is always maintained.

Infection control

- Adhere to the principles of hand hygiene when entering and leaving clinical areas.

Equality and diversity

- Understand individual patients' needs, consideration for cultural and religious requirements.
- Act in accordance with Norfolk and Waveney ICS policy and procedures.

Health and safety

- Report any environmental factors that may contravene health and safety requirements.
- Ensure that you follow organisational policies and procedures.
- Attend induction and mandatory training as required for the role.

Due to the Norfolk and Waveney ICS 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.