



Patient Experience and Public Involvement

Public and Patient Partners – Patient Safety Partner

Role Description

Department Profile

The NHS and the Trust are committed to supporting and to encouraging patients to be partners in their own healthcare safety. We understand this is key to developing patients' confidence in performing patient safety activities.

We believe that listening to and involving patients and carers is vital to enhancing the services and the care we provide in our hospitals.

Purpose of the Patient and Public Voice Partnership:

As patient safety partner (PSP) you will be actively involved in the design of safer healthcare at all levels in the organisation.

This includes roles in safety governance – eg 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 will 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.

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

As with all patient partners you will be supported and trained for the role with the expectation to attend appropriate role specific training and mandatory volunteer training either in person or remotely. Mandatory training is undertaken annually trust wide.

Role title:	Patient Safety Partner
Where:	Trust wide
When:	Meetings are held during the day/early evening.
Location:	Meeting venues to be arranged or via MS Teams

<p>Commitment:</p>	<p>Attend a minimum 6 daytime/ early evening meetings per year (please advise) as well as additional training events.</p> <p>Meetings will last approximately 2 hours, but will require up to 2 hours preparation reading papers and reviewing materials. In addition, participation on the group may lead to additional opportunities to be involved in small patient and carer experience and safety projects and short life working groups that could require visiting wards or other locations and speaking to patients and carers.</p> <p>The Patient Safety Partner may be offered further opportunities to participate in other trust initiatives.</p> <p>Adhere to the principles of the PSP agreement.</p>
<p>Why we want you:</p>	<p>To work with us to ensure NWAnglia hear the Patient, Public and Carer voice and that this informs everything that we do by; supporting improvements in care, experience and safety within our acute hospitals; contributing to governance and assurance; and to inform service development.</p> <p>For this we want people with a broad and keen interest in health services and patient safety who want to make a difference to their NHS, especially those who have recent and relevant experience (in the last two years) of being a patient, or carer of someone using NWAnglia services. People who can share their lived experience and having moved beyond it can now impart the knowledge and insights they learned from it whilst being able to relate it to how our work can enhance quality of care and experience for all our patients and carers.</p>
<p>Skills and experience</p>	<p>Good interpersonal and communication skills are essential and the ability to work as part of a team. We are looking for people that:</p> <ul style="list-style-type: none"> • Have recent knowledge and experience of our services as a patient or carer, ideally within the last two years. • Feel confident enough to contribute to discussions and can critically challenge our thinking in a constructive positive way. • Understanding of and broad interest in patient safety. • Respect and listen to other points of view and can tackle issues sensitively. • Are non-judgmental, trustworthy and treat sensitive information in confidence where required. • Ability to communicate well in writing and read comprehensive reports. • Ability to understand and evaluate a range of information and evidence. • Feel confident to communicate well verbally with senior leaders about strategic issues, as an advocate for patient safety. • Feel confident to take part in assurance activities like quality rounds in hospitals, speaking to patients, and working with staff, on improving patient experience and 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). • Have experience of championing health improvements; able to be a critical friend.



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	<ul style="list-style-type: none"> • Feel confident to Interaction with multiple stakeholders at senior management level. • Feel comfortable to attend and support at staff interviews as a service user, patient/carers and or patient advocate. • Ideally Experience of working in partnership with healthcare organisations or programmes. • Have sound judgement and an ability to be objective. • Exercise personal integrity and commitment to openness, inclusiveness and high standards. • Have an understanding of individual patients’ needs; consideration for cultural and religious requirements. • Are available to take part in co-production and co-design projects alongside other patients to improve patient and carer experience • Can attend daytime/early evening meetings and have ideally access to telephone, email and or mobile communication platforms. • Are able to read a significant amount of paperwork and can take in and understand written and verbal information quickly and effectively.
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How to get involved

If you would like to become a member of our PSP please contact our Patient Safety Specialist Nursing Officer, Lorraine Spindler via the following contact details:

North West Anglia NHS Foundation Trust
 4th floor
 Department 408
 Peterborough City Hospital
 Edith Cavell Campus
 Bretton Gate

Peterborough
 PE3 9GZ
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We hope you will enjoy volunteering with NWA Anglia