**Patient Safety Partner – Risk & Quality Assurance**

**About this role:**

Kingston Hospital, Hounslow and Richmond Community Healthcare Trust and Your Healthcare are commitment to working in partnership with patients, families, and carer in a transparent and open way in the development of safer services for everyone. Our three organisations are working together to recruit Patient Safety Partners (PSPs). PSPs will take part in committees with a patient safety, risk, and quality remit. Their role is to reflect the voice and needs of people who use hospital and community-based health services including patients, family members, carers and the public. PSPs will be actively involved in the design of safer healthcare at all levels across our three organisations.

**What will I be doing:**

As a Patient Safety Partner, you will join one or more governance committees concerned with patient safety, risk and quality. The governance of our local health services is under review but at present there are four committees. Two concerned with hospital-based services at Kingston and two focused on services delivered to communities across Kingston, Richmond and Hounslow. Your role will be to:

* Bring the voice and needs of patients, families, carers and the public, into committees in a way that provides appropriate challenge and fosters learning and change
* Consider complex issues affecting patient safety across the Trust that directly inform relevant Trust strategy and policy
* Interact with other PSPs and staff in a large multi-professional meeting format
* Be prepared to put forward ideas of how PSPs can support the improvement of patient safety across all three organisations and work with staff to put these in place.

**Other essential tasks:**

* Receive and read meeting papers prior to attending (approx. half a day)
* Attend a meeting, currently virtual every other month (approx. 2hrs)
* Attend a pre meet and post-meeting de-brief with the Head of Patient Risk & Safety (approx. 1hr)
* Maintain the strict confidentiality of the meeting, its members and content at all times both pre, during and post meetings.

As the role develops there will be the opportunity to get involved in other activities to support patient safety, for example investigating incidents.

**What we are looking for:**

We are looking for a person who has the resilience to listen to complex and sometimes challenging information and make rational and objective decisions that will represent the needs and interests of patients, and ultimately improve the quality of patient care.

You will need to have the time to read through meeting papers in advance of the meetings and come ready with comments or questions that will aid the group to think through the patient perspective.

You will need to have an awareness of the range of experiences and perspectives that different people within our communities might have. For example, what you hear might mean for people that find it difficult to access health services because of socio-economic issues, existing health conditions or accessibility needs for example.

This person will also have the confidence to sit alongside senior personnel from across the Trust including Governors, the Chairman of the Board and Non-Executive Directors, doctors and support staff and treat everyone as an equal partner in the decision-making of the group.

**What Skills, Knowledge and Experience are helpful in this role?**

* Understanding of and a broad interest in patient safety
* Able to communicate well in writing and comprehend complex reports
* Able to understand and evaluate a range of information and evidence
* Confidence to communicate well verbally with people at all levels of the organisation about strategic issues, as an advocate for patient safety
* Empathy skills – the ability to see things from both organisational and patient perspectives.
* An ability to remain objective where necessary
* Ability to plan time to prepare for meetings and attend them

**What support is provided?**

* A full induction and training for your role will be provided, appropriate to the responsibilities of this role. This will include at minimum;
  + Safeguarding
  + Equality & Diversity
  + Information Governance
  + Effective participation in governance meetings
* A named person who will meet you regularly to discuss your experience and tackle any concerns
* An honorarium of £150 per day will be paid. We anticipate that the preparation, attendance and post-session de-brief would constitute one day for example. You would also be required to participate in PSP training being developed by Health Education England and locally agreed induction and training requirements. The honorary payment is being awarded in accordance with the national policy set by NHS England/NHS Improvement. It is the individual’s responsibility to deal with any personal tax matter that arise as a result of this payment.
* Expenses for reasonable out of pocket expenses in accordance with the Volunteering Expenses Policy.

**What’s expected of you in return:**

* To engage with this role fully and commit to being available for mandated training and meetings.
* To follow each organisations policies and procedures as covered in your training
* To maintain the confidentiality of each organisation and its patients/residents in accordance with your knowledge of Data Protection and the Trust’s Data Protection Policy.
* Tell us if something concerns you or if you need further support and information to carry out your role.
* A minimum term of 2 years in the role of Patient Safety Partner at which time you may be asked to re-apply or continue in this role.

*This agreement is binding in honour only. It is intended to outline the roles and responsibilities of the volunteer and each Trust in the successful delivery of the PSP role. IT may be cancelled at any time at the discretion of either party.*

**Essential requirement / commitment:**

* Over 18 years of age
* All Patient Partners on these committees will require a DBS check
* Commitment of one meeting every other month plus time to prepare and de-brief, approximately 6hrs every other month.
* This commitment is for a minimum term of 2 years.
* Live, work or study within the London Boroughs of Kingston Upon Thames, Richmond Upon Thames or Hounslow.
* Participation in the training relevant to your role and confidential discussion of any reasonable adjustments required to meet your needs.
* To live our values through your volunteering role at either Kingston Hospital or Hounslow & Richmond Community HealthCare Trust.

**How will I be supported and what will I gain from this opportunity?**

* Join a committed and multi-disciplinary group of people committed to improving patient care
* Learn new skills and develop existing skills via in service training.
* It can contribute to your personal development and confidence.
* You will be making an important contribution to your local community throughout your volunteering journey at the hospital and within the community
* Invitation to celebration events the support our volunteers give. An opportunity to meet other volunteers at the trust.
* Annual refresher training.
* A reference to support applications – please kindly note that this is only provided after our minimum 6 months commitment has been met.

**This role is for me, what next?**

* You will be invited to complete an online application via TRAC (online recruitment tool)
* Should your application be successful we will offer you an values based interview with various senior stakeholders from the fields of Patient Experience, Patient Safety, Nursing and Volunteering.

1. Email address for 2 x references **(Please kindly note – 1 of the 2 references must have known you for longer than 3 years,** we are happy to accept a character reference from a friend, but not a family member**)**
2. We require all of the following 3 forms of ID to process your application
3. 1 x passport
4. 1 x driving licence (a provisional licence is accepted)
5. 2 x utility bill or bank statement (this must be dated within the last 3 months)

**If you don’t have these items please contact the team asap to discuss further.**

**Contacting the Volunteering Team**

If you have any enquiries or would like to discuss anything further please do get in touch.

Email: khft.volunteering@nhs.net

Telephone: 0208 934 2549 / 0208 934 3620

|  |  |
| --- | --- |
| **Skills & Experience**   * Excellent communication skills including the ability to digest complex written reports and verbal updates * Ability to evaluate without bias a range of information and evidence * Able to work alongside senior leaders on issues of policy and strategy as an advocate for patient safety * Experience of championing improvements in a healthcare setting; able to be a critical friend | **Assessment method**  E/I  T  I  E/I |
| **Knowledge & Understanding**   * Demonstrates insight into Patient Safety * Able to provide a patient, carer or lay perspective and to put forward views on behalf of wider community, including those from seldom heard groups * Understand and maintain patient and hospital confidentiality within the structures and mechanisms of Patient Safety across Kingston Hospital NHS Foundation Trust, HRCH and Your HealthCare. | I  T  I |
| **Attributes**   * Sound judgement and able to remain objective when considering complex or challenging subject material * Personal integrity and commitment to openness, inclusivity and high standards | I  I |

**Person Specification:**

E = Expression of Interest

T = Test

I = Interview