

Sandwell and West Birmingham NHS Trust Patient Safety Partner Role Description – Volunteering role (remuneration costs included).

Our Patient Safety Partners will be the people who help us at Sandwell and West Birmingham NHS Trust to deliver safer care, so do you have the experience to help us make this happen?

There has been a national change to the way that we will respond to incidents, support those people involved, investigate, learn, and improve known as the **Patient Safety Incident Response Framework (PSIRF)**. An important element of this is that we work with and involve patients, and those that matter to them. Therefore, to guide and inform how we implement these changes we are seeking Two Patient Safety Partners.

This is a unique opportunity to be a Patient Safety Partner in all that we do in relation to patient safety and incidents. We are seeking people who can be an equal member of the team, working closely with our Patient Safety Team, and other healthcare professionals, such as our Patient Insight and Involvement Lead. We need people who understand Patient Safety or prepared to learn; and will have the right attitude and aptitude to inform and collaborate on how we improve patient safety from the perspective of different patient groups and communities.

The Patient Safety Partner (PSP) Role at Sandwell and West Birmingham NHS Trust

As a Patient Safety Partner, you will bring an essential third-party perspective to ensuring we move from discovery to implementation of PSIRF including (in time) safety quality improvement projects. Initially you will be a key member of the PSIRF implementation delivery group. We will look to you to draw upon your experiences that will make a meaningful difference to patient safety, raising questions and seeing things differently, noticing things that may not be visible to us as NHS professionals. You will be required to bring a unique public perspective, supported by knowledge of the NHS such as Clinical Governance or Patient Safety, to ensure that the interests and needs of our Patient and Population are central.

Becoming a Patient Safety Partner

The Partner role is unique in that you will be involved at the heart of decision making. This gives us the opportunity to tap into a vast wealth of personal and professional skills, and experiences of people locally including any experience of our services. To get the best from this relationship we would ask you to commit a **minimum of four hours per month** and are willing to prepare in advance for sessions so that we can achieve our goals. The personal qualities we look for in our PSPs include:

- Champion the needs of our patients and population

- Good listening skills
- Ability to decipher a range of complex information with an understanding of analytics and insight into performance
- Empathy skills – ability to see things from both organisational and patient perspectives
- Collaborative and able to consider and respect the views of others
- Good judgement and the ability to make evidence-based decisions
- Confidence in your own abilities and those of others on the team

You would be asked to review, alongside our staff, how we have investigated incidents where patients were harmed in our care. identify any learning and improvements, you will be expected to think about whether solutions proposed are practical from a patient's perspective as well as putting forth your own ideas, for discussion.

You will take part in this emerging programme of change and support our success in the implementation of PSIRF. Different levels of input will be required at different parts of this process. In return for offering your valuable time and support we will provide direct access to the Head of Patient Safety and other colleagues

If you are interested in this role and would like to ask more questions, please contact via email marsha.jones3@nhs.net (Deputy Director of Governance and PSIRF Lead) and Jamie.Emery2@nhs.net (Head of Patient Experience) and one of us will make contact with you.