

Patient Safety Partner

Role Description

Job title: Patient Safety Partner (PSP)

Base: Oxford University Hospitals (OUH) sites

Hours of work: minimum of 8 hours a month however, this is flexible to what individuals can offer and can be discussed at interview

Directorate: Corporate

Responsible to: Head of Patient Experience and Director of Patient Safety

A PSP is a volunteer who is actively involved in how we learn from patient safety events. This will help us to ensure that the people who use our services are at the heart of our learning and improvement by contributing to the development of the safety culture and patient safety systems.

This is a fantastic opportunity to share your interests, experiences, and skills to help develop the PSP role further and be a part of the team. To enhance patients' experiences and perspectives and enable our Trust to learn.

As a PSP you will be involved in contributing to the design of safer healthcare at all levels in the organisation.

Talking with patients and staff about safety and what matters to them and advocating for patients, carers, and families to ensure that their perspectives and considerations are prioritised.

You will be able to input into how safety issues should be addressed and provide feedback, and constructively challenge, to enable us to learn and change as an organisation.

As a PSP, you will need to comply with relevant policies and maintain strict confidentiality in respect to discussions and information when required.

Skills and experience

1. Confidence to communicate well verbally with senior leaders about strategic issues, as an advocate for patient safety
2. Experience of handling and communicating about potentially upsetting or emotional information. Self-awareness to manage the situation and be open to support if required

3. Maintain confidentiality of sensitive/confidential information adhere to Data Protection Act (DPA) and General Data Protection Regulation (GDPR) requirements

Training

If successful we require you to complete the below training in:

1. Information Governance
2. Equality, Diversity and Inclusion
3. Safeguarding Children Level 1
4. Safeguarding Adults Level 1
5. [NHS Patient Safety Syllabus training - elearning for healthcare](#)

Specific support for this role

1. Mentorship by one of the Patient Safety Team
2. Monthly group discussion and reflection with the other PSP facilitated by the Director of Safety and Effectiveness and Patient Experience Team

Planning and organising

1. Ability to plan time to prepare for meetings and undertake any other activities required as part of the role
2. To attend PSP support meetings and training events

Personal

1. Adhere to the principles of the PSP agreement
2. Inform relevant person if unable to attend meetings or undertake any other identified activities
3. Support to colleagues
4. Support and guide new PSPs where required
5. Take part in PSP networks to receive peer support and share learning

Communication

1. Report any safety incidents to staff
2. Ensure that patient confidentiality is always maintained

Infection control

1. Adhere to the principles of hand hygiene when entering and leaving ward areas
2. Ensure that visitors and staff adhere to the principles of hand hygiene and direct them to hand washing facilities where necessary

Equality and diversity

1. Have an understanding of individual patients' needs, consideration for cultural and religious requirements
2. Act in accordance with trust's policy and procedures

Health and safety

1. Report any environmental factors that may contravene health and safety requirements
2. Ensure that all work is carried out in line with trust policies and procedures

3. Attend induction and regular mandatory training

Due to the Trust's 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 Patient Safety Partner.

Person Specification

Skills and abilities

Essential

1. Ability to review, digest and comprehend a range of information and opinions
2. Ability to plan and manage your own time
3. Ability to reflect the different views and diversity of patients/users including those living with different conditions and from diverse backgrounds
4. Be supportive and innovative in delivering change
5. Ability to attend and actively contribute to quality improvement workshops and other meetings, providing and being open to constructive challenge
6. Ability to think widely about safety, health, and wellbeing as well as service delivery and improvement

Experience

Essential

1. Confidence to communicate well verbally with senior leaders about strategic issues, as an advocate for patient safety
2. Experience of handling and communicating about potentially upsetting or emotional information. Self-awareness to manage the situation and be open to support if required
3. Maintain confidentiality of sensitive/confidential information adhere to Data Protection Act (DPA) and General Data Protection Regulation (GDPR) requirements

Certificate of Sponsorship

Applications from job seekers who require current skilled worker sponsorship to work in the UK are welcome and will be considered alongside all other applications.

For further information visit [UK Visas and Immigration - GOV.UK](#).