

Patient Safety Partner Involvement Policy (N-073)

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1. INTRODUCTION

The NHS Framework for Involving Patients in Patient Safety, part of the NHS Patient Safety Strategy 2019, sets out the requirement for people to support and contribute to healthcare organisations' governance and management processes for patient safety and describes how organisations should support Patient Safety Partners to be involved in wider governance and leadership of safety activities. The Framework is relevant to all NHS trusts and the appointment of lay people as Patient Safety Partners (PSPs) is a key part of the framework.

2. PURPOSE

The policy sets out the expectations of the role for Humber Teaching NHS Foundation Trust and Patient Safety Partners in accordance with national guidance. It clearly shows lines of responsibility and management, how the Patient Safety Partner role fits into the Trust organisational structure and gives guidance on how the role can be used to inform planning and strategy for patient safety.

This policy aims to ensure the following:

- The Patient Safety Partner role is implemented effectively across the Trust.
- Gives guidance on the scope and remit whilst allowing the role to develop and evolve naturally.
- Ensures the Patient Safety Partner role is identified and understood by the Trust as a key role in shaping our services.
- There are lines of responsibility and supervision.
- Support is offered and given to Patient Safety Partners to ensure success and wellbeing with a clear support structure in place and lines of escalation.
- There is an inclusive approach to attracting and recruiting PSPs to the Trust, reflecting the diversity of the local community.
- Appropriate induction and training are received by Patient Safety Partners to support their role.

3. SCOPE

A 'Patient Safety Partner' is defined for the purposes of this policy as: a person that supports effective safety governance within an organisation by working in partnership with staff, providing a different perspective on patient safety which is not influenced by organisational bias or historical systems, resulting in a patient-centred approach to safer healthcare. The scope of this policy relates to activity and procedures for staff and Patient Safety Partners working within Humber Teaching NHS Foundation Trust.

4. DUTIES AND RESPONSIBILITIES

Chief Executive

To assure the Board that this policy is acted on through delegation to the appropriate Executive Director



Director of Nursing, Allied Health and Social Care Professionals

Is the designated member of the executive team with overall responsibility for executing the implementation of the NHS Framework for Involving Patients in Patient Safety, part of the NHS Patient Safety Strategy 2019.

Patient Safety Specialists

Patient Safety Specialists will support the local implementation of the NHS Framework for Involving Patients in Patient Safety and play a key role in the development of a patient safety culture, safety systems and improvement activity.

Will be responsible for recruiting of Patient Safety Partners ensuring that recruitment processes as described in the policy are followed.

Will provide the potential Patient Safety Partner with the Trusts Patient Safety Partner Recruitment Pack (Appendix 3).

Will conduct an interview with the Patient Safety Partner and Volunteers' Team representative.

Will ensure the Patient Safety Partner Agreement is signed and reviewed annually (Appendix 1).

Complete Patient Safety Partner checklist ensuring statutory/mandatory training and DBS requirements have been met prior to commencing in role.

Will provide regular support and supervision to Patient Safety Partners.

Will support the Patient Safety Partners to develop their skills and confidence in a way that supports them to positively contribute.

Will ensure that services across Humber Teaching Foundation Trust where Patient Safety Partners may be involved are aware of the role of the Patient Safety Partner and how they can positively contribute to patient safety.

Escalate behavioural and capability concerns to the Voluntary Services Team.

Volunteer Services Team

Hold line management responsibilities for the Patient Safety Partners ensuring recruitment processes are followed as outlined in [Volunteer Policy](#)

Undertake a formal interview. The Voluntary Services Team must be satisfied that the potential Patient Safety Partner has the personal qualities outlined below before putting them forward for consideration for a Patient Safety Partner role:

- Responsibility
- Integrity
- Reliability
- Relevant skills for activities required for the role of Patient Safety Partner



Ensure necessary DBS clearance has been completed prior to undertaking Patient Safety Partner duties and ensure this is kept up to date.

Ensure statutory/mandatory training requirements are met and that health and safety risk assessment are completed prior to commencing in the role.

Ensure the Patient Safety Partner has attended Trust Induction prior within one month of commencement.

Work closely with the Patient Safety Specialist to provide support and supervision and undertake an interview with the potential Patient Safety Partner and Patient Safety Specialist.

Assistant Director of Patient and Carer Experience

Will provide opportunities for the Patient Safety Partners to engage and participate in the Patient and Carer Experience Forums.

Patient Safety Partners

Please refer to Appendix 2 for the Role Description defining key roles and responsibilities of a Patient Safety Partner.

Please refer to Appendix 4 for a Task Profile for the Patient Safety Partner. This is not an exhaustive list and is to be used as guidance only to formulate a plan for how a Patient Safety Partner can become involved with this Trust.

Will follow the Code of Practice for Volunteers as outline in Appendix C of the [Volunteer Policy incorporating Reimbursement of Out of Pocket Expenses](#)

Will be able to claim Volunteer Expenses as outlined in Appendix G [Volunteer Policy incorporating Reimbursement of Out of Pocket Expenses](#)

All staff

All staff should be aware of this policy and understand that Patient Safety Partners should have equality of voice with staff at the Trust and be empowered to speak up, challenge or question processes and actions. Their views should be considered and/or acted on.

All staff should actively encourage and support Patient Safety Partners with participation in projects, visits, information requests or any other reasonable requests in line with the role profile of the Patient Safety Partner and as directed by the Quality & Patient Safety Team.

People at all levels of the organisation have been informed of and can articulate the organisation's reasons for involving Patient Safety Partners and the benefits to both the organisation and the PSPs.



5. GUIDING PRINCIPLES

The NHS Framework for Involving Patients in Patient Safety Framework sets out a number of guiding principles for NHS Trusts:

Principle 1. Commitment to involving Patient Safety Partners in patient safety:

Humber Teaching NHS Foundation Trust is committed to the involvement of Patient Safety Partners and will promote their recognition throughout the organisation.

Principle 2. Creating a framework to develop and support Patient Safety Partner involvement:

As recommended by NHSE, there is no contract of employment between Patient Safety Partners and our organisation. Instead, the relationship is based on mutually agreed expectations about the role. Our Patient Safety Partners are directly supported by our Patient Safety Specialists and our Volunteers' team with links to our Assistant Director of Patient and Carer Experience.

The Patient Safety Partner Role Description and Task Profile sets out a framework for how Humber Teaching NHS Trust will work with our Patient Safety Partners which will provide direction and guidance for how Patient Safety Partners can become involved with the Trust.

Principle 3. Inclusive approaches to attracting Patient Safety Partners:

Humber Teaching NHS Foundation Trust works to involve Patient Safety Partners who reflect the diversity of the local community. This is achieved by working with our volunteer services team, communication team, Patient and Carer forums and partner organisations to actively promote and recruit Patient Safety Partners with diverse backgrounds and experiences.

Principle 4. Developing Patient Safety Partners roles and task profiles:

Humber Teaching Foundation Trust has developed a Patient Safety Recruitment Pack (Appendix 3) Role Description (Appendix 2) and Patient Safety Partner Agreement (Appendix 1) as per the national guidance. The roles and task profile of a Patient Safety Partners are also outlined in this policy (Appendix 4).

We will work with our Patient Safety Partners to ensure that they are able to undertake tasks and be involved in a way that is meaningful to them, align with their specific strengths and areas of interest, and that also enables the Trust to meet the national role requirements.

Principle 5. Safeguarding Patient Safety Partners, staff and patients:

NHSE stipulate that organisations should be committed to ensuring that, as far as possible, Patient Safety Partners are protected from any psychological and financial harm arising from their role. Our Patient Safety Partners are 'volunteers' who receive training and regular support and supervision to support them in their roles. They are able to claim out of pocket expenses as out lined in our [Volunteer Policy incorporating Reimbursement of Out of Pocket Expenses](#).



Due to the nature of the Trust's business, Patient Safety Partners may be party to confidential and sensitive information. Patient Safety Partners are responsible for maintaining the confidentiality of all privileged information and are expected to follow Trust policies and procedures in relation to confidentiality. This is also set out as a requirement within the Patient Safety Partner Role Profile. Failure to maintain patient confidentiality may result in termination of the Patient Safety Partner role. Patient Safety Partners are always reminded of the importance of confidentiality and must under no circumstances discuss patient affairs with any person other than relevant members of staff.

The Patient Safety Partner role involves interaction with patients, families, and carers. It is the Trust's and the Patient Safety Partner's responsibility to ensure all parties are kept safe whilst carrying out duties within the role.

As far as possible, all interaction relating to the Patient Safety Partner role with patients, families and carers, members of the public or community groups (including visits to wards, phone calls, presentations) should be pre-planned with Humber Teaching NHS Foundation Trust staff and supported through introductions made, staff member present during conversation, staff nearby or key contact confirmed.

Patient Safety Partners will at all times during their duties be easily identifiable and wear a Trust ID badge which states 'Patient Safety Partner - Trust Volunteer'.

The Patient Safety Partner and staff should take all precautions to ensure their safety and Patient Safety Partner should never put themselves or others at risk. If they feel at risk, they should withdraw immediately and seek further advice or assistance. Patient Safety Partners should feedback the interaction to the Patient Safety Specialist and Volunteer Services Managers as soon as is reasonably possible.

The role of the Patient Safety Partners will be overseen and supported by the dedicated Patient Safety Specialist who will act in the capacity of the 'Placement supervisor' as outlined in the [Volunteer Policy](#). The Patient Safety Partner will receive line management support from the Volunteers Services Team.

Patient Safety Partners who, as part of their role, identify any concerns relating to patient safety or any safeguarding concerns will escalate their concerns to the Patient Safety Specialist or the Safeguarding team HNF-TR.SafeguardingHumber@nhs.net

Principle 6. Recruiting Patient Safety Partners:

NHSE stipulates that organisations need to be committed to using fair, efficient, and consistent recruitment procedures for all potential Patient Safety Partners.

Advertisement and promotion of the Patient Safety Partner role will be done via our Communication Team, Volunteer Services and through our Patient and Carer Experience Forums.

Our Patient Safety Partners are recruited through our Volunteer Services pathway. The recruitment and selection of Patient Safety Partners is the responsibility of both the



Voluntary Services Team and the Patient Safety Specialist. All potential Patient Safety Partner will be required to complete an application form and be formally interviewed by the Volunteer team. This is then followed by an interview between the prospective Patient Safety Partner, the Patient Safety Specialist and Volunteer's manager.

The findings from the themes and lessons learnt from NH`S Investigation in matters relating to Jimmy Savile (DH :2015) set out clear recommendations on safe recruitment. Therefore, all our Patient Safety Partners will have DBS checks and safeguarding training that will be renewed 3 yearly. This will be the responsibility of the Volunteers manager who will assume line management responsibility for the PSP with oversight from the Patient Safety Specialist. Currently, as per our [Volunteer Policy](#) all our Patient Safety Partners will be aged 18 and over.

Principle 7. Induction and training for Patient Safety Partners:

All our Patient Safety Partners will undertake the Trust Induction. A Patient Safety Partner checklist will be completed prior to commencing in role. This will be completed by the designated Patient Safety Specialist and the Patient Safety Partner with support from the Volunteers' Manager.

As a minimum our Patient Safety Partners are each required to have completed Safeguarding Adult Level 1, Safeguarding Children Level 1, Information Governance and Data Protection training prior to undertaking any Patient Safety Partner responsibilities. There is also an expectation that they will complete additional training for example Patient Safety Syllabus Level 1 and 2, Oliver McGowan training, and Patient and Carer Experience Training within the first 6 months.

Depending on the specific responsibilities and areas of interest of the individual Patient Safety Partner further training will be identified through 1:1 supervision.

Principle 8. Supporting Patient Safety Partners: The organisation takes account of the varying support needs of Patient Safety Partners and provides for them.

HTFT strive to "create an environment through which individual differences and contribution of all" "are recognised and valued" [Equality Diversity and Inclusion Policy HR-026.pdf \(humber.nhs.uk\)](#).

In order that HTFT minimises barriers to recruitment of Patient Safety Partners we will avoid were possible using complex systems for recruitment. Whilst our recruitment process aims to be thorough and fair, every effort will be made to support prospective Patient Safety Partners through the application process and reasonable and practical steps will be taken to ensure our processes do not unfairly discriminate.

Where individuals have a learning difficulty or learning disability reasonable and practical steps will be taken to support individuals to achieve their training requirements.



Principle 9. Valuing and recognising Patient Safety Partners contributions: The whole organisation is aware Patient Safety Partners need to be given recognition.

Where people are working in partnership with us, we will recognise their contribution. In valuing their contribution, we recognise that we need to remove or minimise the financial barriers that can prevent or discourage participation. As such HTFT will pay out of pocket expenses as outlined in the [Volunteer Policy incorporating Reimbursement of Out of Pocket Expenses](#).

Patient Safety Partners should have equality of voice and be empowered to speak up, challenge or question processes and actions. Their views should be considered and/or acted on.

6. POLICY CONSULTATION

- Patient Safety Incident Response Framework (PSIRF) Working Group
- Involving Patient and Carers PSIRF sub-group
- Patient Safety Incident Response Framework Steering Group
- Volunteer Services

7. IMPLEMENTATION

This policy will be disseminated as described in the [Document Control Policy C-003.pdf \(humber.nhs.uk\)](#). Implementation of this policy will be delivered and overseen by the Patient Safety Team reporting into the Quality and Patient Safety Group.

8. TRAINING

Patient Safety Partners will as a minimum receive the following training:

- Trust induction
- Safeguarding Adults Level 1
- Safeguarding Children Level 1
- Information Governance and Data Protection
- Patient Safety Syllabus Level 1 and 2
- Patient and Carer Experience modules via Humber Recovery College
- Oliver McGowan training

9. REFERENCES AND SUPPORTING DOCUMENTS

- [NHS England » Framework for involving patients in patient safety](#)
- [NHS England » The NHS Patient Safety Strategy](#)



Patient Safety Partner Agreement

This patient safety partner (PSP) agreement describes the arrangement between Humber Teaching NHS Foundation Trust and you. We would like to assure you we appreciate your involvement with us and will do the best we can to make your PSP experience with us enjoyable and rewarding.

Your role as a PSP starts on

This PSP role is designed to have a positive impact on patient safety that makes a difference to patients, staff and the work of the NHS.

We will support you in the role

We will provide induction and training, and ongoing development and training revalidation, appropriate to the responsibilities of this role.

We will provide management and support and a named person who will meet you regularly to discuss your role and any successes and problems.

We will explain the standards we expect for our services and encourage and support you to achieve and maintain them.

We will reimburse expenses in accordance with **Volunteer Policy incorporating Reimbursement of out-of-pocket Expenses to Patients and Carers for Engagement Work**. Please keep all your receipts to give to us when you claim expenses.

We will provide adequate insurance cover for you while carrying out PSP involvement roles approved and authorised by us.

We will try to resolve fairly any problems, complaints, and difficulties you may have while you work with us. In the event of an unresolved problem, we will offer an opportunity to discuss this in accordance with the procedures set out in the PSP pack.

Your commitment to meet the organisation's needs

You will perform your PSP role to the best of your ability.

You will follow the organisation's procedures and standards, including equality and diversity in relation to staff, patients, and other PSPs.

You will maintain the confidential information of the organisation and of its patients/residents in accordance with GDPR and data protection.

You will aim to meet the time commitments and standards that have been mutually agreed and give reasonable notice so other arrangements can be made when this is not possible.



You will provide two referees as agreed who may be contacted, and you will agree to a Disclosure and Barring Service (DBS) check where necessary.

Our interaction with you

We will treat you with respect and value your contribution.

Communication will be open and honest and build trust and confidence. We will respond in a timely manner if you contact us.

We will ensure that you are treated fairly and with respect in accordance with our Equality, Diversity, and Inclusion Policy

Maintaining your own safety and the safety of others

We take your safety seriously and provide adequate training and feedback in accordance with our Health and Safety Policy, however, you also have a responsibility for your own safety and the safety of others while working as a PSP.

We will allow you time for a break and refreshments; however, you must tell us when you need a break since your working patterns may not be closely monitored by us.

Tell us if something concerns you or if you need support or information and we will do our best to provide this.

This agreement is binding in honour only. It is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.

Name of Patient Safety Partner.....

Signature.....

Date.....

Name of allocated Patient Safety Specialist.....

Signature.....

Date.....

Name of contact in the Volunteer Services



Appendix 2 - Patient Safety Partner Role Description

Patient Safety Partner Role Description

Role Title:	Patient Safety Partner
Band:	Volunteer
Department:	Patient Safety Team
Operationally	Patient Safety Specialist/Volunteers team
Responsible to:	
Responsible to:	Assistant Director of Nursing, Patient Safety and Compliance
Location:	Working from home, working from bases across the organisation

Main purpose of role

A patient safety partner (PSP) is actively involved in the design of safer healthcare at all levels in the organisation.

This includes roles in safety governance – e.g. sitting on relevant committees, groups and forums 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 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.

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

Skills and experience

- 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 provide constructive challenge and feedback.
- Interaction with multiple stakeholders at senior management level.
- Experience of working in partnership with healthcare organisations or programmes.

- Sound judgement and an ability to be objective.
- Personal integrity and commitment to openness.

Training

- Trust induction
- Statutory mandatory training as relevant to the role
- Patient safety syllabus Level 1 and 2
- Patient and Carer Experience training programme

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 PSP agreement.
- Inform relevant person if unable to attend meetings or undertake any other identified activities.

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 staff.
- Ensure that patient confidentiality is always maintained.

Infection control

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

Equality and diversity

- Have an understanding of individual patients' needs, consideration for cultural and religious requirements.
- Act in accordance with trust policy/procedures and 'Being Humber' behavioural framework.

Health and safety

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



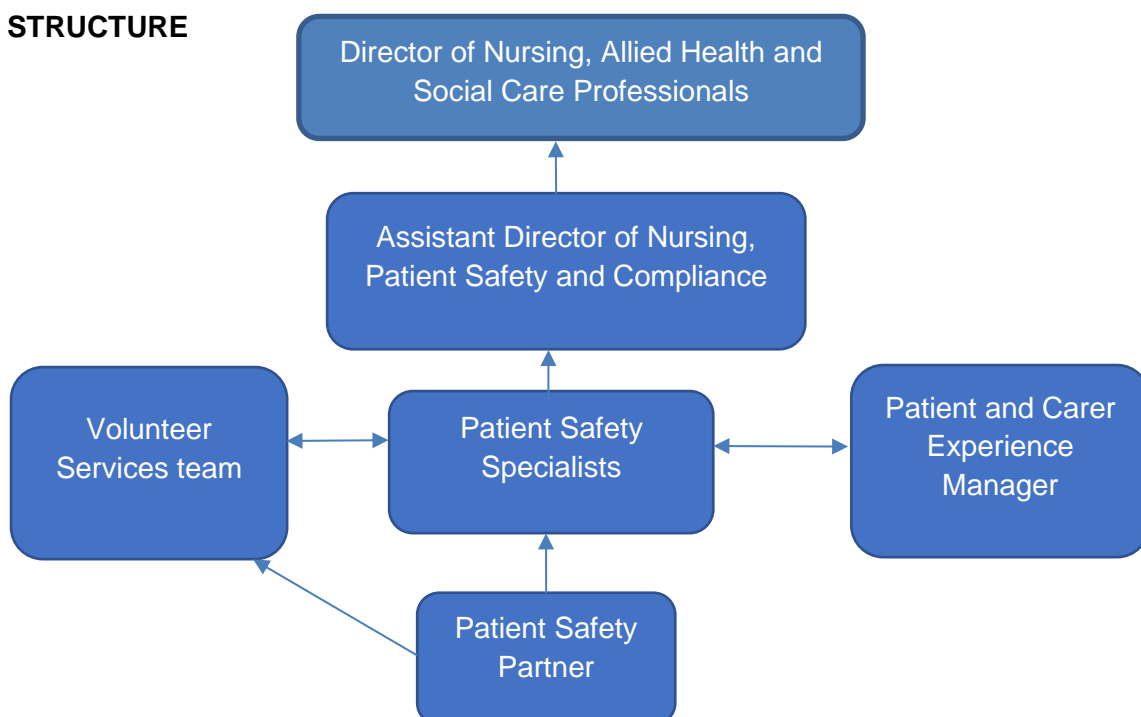
Standard Paragraphs

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
- Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.
- Health and Safety: Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors, and employees.
- Infection Prevention and Control: Employees must be aware of their responsibilities to protect service users, visitors, and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This job description is an outline of the key tasks and responsibilities of the post. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder.

STRUCTURE





Patient Safety Partner Recruitment Pack



Introduction to the Patient Safety Partner Role

Thank you for your interest in becoming a Patient Safety Partner at Humber Teaching NHS Foundation Trust (HTFT).

The Patient Safety Partner role is a new and innovative role in the NHS. Patient Safety Partners will play a key role in improving patient safety by becoming an integral part of quality and safety governance. It is our aspiration to work with a group of Patient Safety Partners from various backgrounds representing a broad spectrum of skills and experience.

These are voluntary roles for which we will reimburse expenses in accordance with our **Volunteer Policy incorporating Reimbursement of out-of-pocket Expenses to Patients and Carers for Engagement Work**

Time commitment may vary from partner to partner but it would be expected to be the equivalent of a minimum of one day a month.

The main role of the patient safety partner is to ensure that the patient voice is heard within HTFT, with the core purpose of improving safety and quality.

Due to the trust's commitment to safety and continuous improvement, it is likely that the role will evolve over time. Duties, as outlined in the role description contained in this document will be subject to review; any amendments will be made in consultation and agreement with the PSP.

The role is for a 12-month fixed period

Skills and experience:

Candidates will need to have a genuine commitment to developing excellent health services along with an understanding of and broad interest in patient safety. The ideal candidate will have personal or lived experience or having had a family member experience an adverse harm event in health care. As an advocate of patient safety, there is a requirement that candidates will have the confidence to communicate well verbally with senior leaders over strategic issues and provide a patient, carer or lay perspective.

They will be expected to apply their skills, knowledge, and experience to support decision making that will drive forward HTFT's ambition and be central to shaping our safety agenda.

- Ability to speak publicly
- Willingness to challenge as a "critical friend".
- Provide advice and make recommendations, when necessary, relevant to their areas of expertise or lived experience.



Background to the Patient Safety Partner role

In June 2021, the new 'Framework for Involving Patients in Patient Safety' was published by NHS England. This framework sets out approaches and standards that help to make a positive difference to how patient safety is viewed and managed in the NHS.

A key part of the framework introduces Patient Safety Partners empowering patients and their carers to be involved in their own safety, as well as being partners alongside staff in improving patient safety in NHS organisations. Humber Teaching NHS Foundation Trust welcomes this new and innovative role that Patient Safety Partners will play in supporting and contributing to our priority to continuously improve safety.

This is an exciting time for HTFT as we work to deliver the National Patient Safety Strategy which looks at building on the foundations of our culture of safety and ensuring the systems we have in place are working effectively to keep patients safe. As a Patient Safety Partner, you will make a vital contribution to meeting this challenge. It is vital that the people we serve are involved in decisions about ensuring our services are safe and of a high quality, and the Patient Safety Partner role is key to ensuring that we are working together on this.

We are seeking to recruit several Patient Safety Partners to take part in our safety and quality governance. The role will involve the following:

Being actively involved in the design of safer healthcare at all levels in the organisation.

Safety governance for example sitting on relevant committees, groups and forums to support compliance monitoring

Providing appropriate challenge to ensure learning and change

Being involved as a stakeholder in the development and review of relevant strategy and policy.

Being involved in the implementation of PSIRF (Patient Safety Incident Response Framework) as part of the wider implementation group

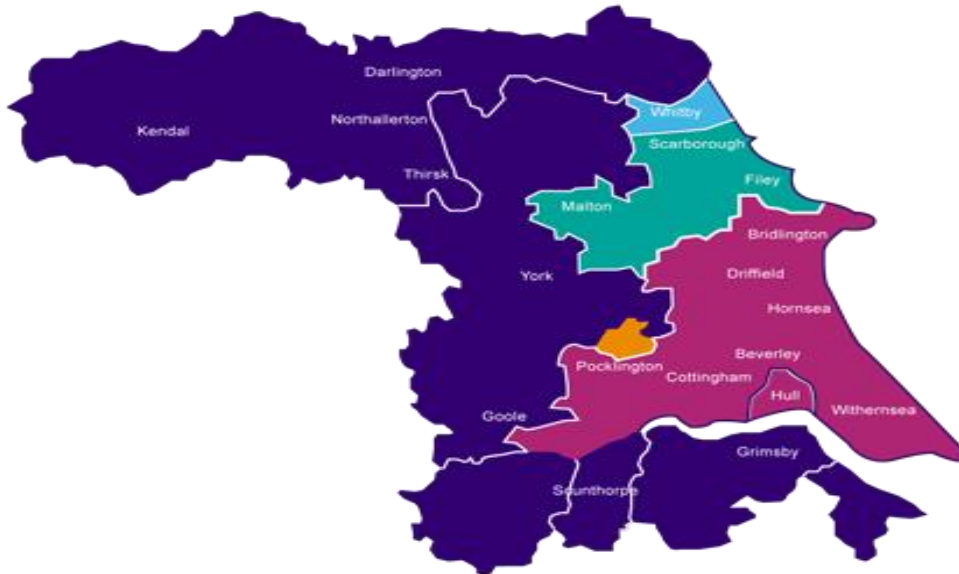
The PSP should ensure that any committee/group of which they are a member considers and prioritises the service user, patient, carer and family perspective and champions a diversity of views.

Membership of and attendance at the relevant meetings will mostly be held remotely via Microsoft Teams. Some face-to-face meetings may be required.

About us

We are a leading provider of integrated health care services across Hull, the East Riding of Yorkshire, Whitby, Scarborough, and Ryedale. Our wide range of health and social care services to a population of 765,000 people of all ages across an area of over 4,700 square kilometres.





Our Services

We provide community and therapy services, primary care, community and inpatient mental health services, learning disability services, healthy lifestyle support and addictions services.

We also provide specialist services for children including physiotherapy, speech and language therapy and support for children and their families who are experiencing emotional or mental health difficulties.

Our specialist services, such as forensic support and offender health, support patients from the wider Yorkshire and Humber area and further afield. Inspire, our Children and Adolescent Mental Health in-patient unit serves the young people of Hull, East Yorkshire and North-East Lincolnshire.

The Trust also runs Whitby Hospital, a community hospital providing inpatient, outpatient and community services to Whitby and the surrounding area, and six GP practices - two in Hull and four in the East Riding of Yorkshire

How will Trust support the role of Patient Safety Partners?

Training and Support

Successful candidates will be fully supported in their role and will be provided with ongoing supervision and support. We will ensure that you are supported to develop within your role. We will ensure that your views and feedback are heard and responded to.

Successful candidates will need to be willing to receive training in patient safety, Patient and Carer Experience (PACE) training programme and attend other mandatory training sessions relevant to the role. A range of learning and development opportunities are also available to Patient Safety Partners. Meeting documents, and if necessary, pre-meeting briefings will also be provided in advance of relevant meetings.



Patient Safety Partners will receive on-going support from the Volunteer Services and Patient Safety Team and will have the opportunity to link in with the various Patient and Carer Forums. Each PSP will be allocated a dedicated member of the Patient Safety Team who will act as 'Placement Supervisor'. This will ensure our PSPs feel fully supported in their role and receive appropriate guidance and direction. The PSP will be operationally responsible to the Patient Safety Team.

Peer support between our PSP will be encouraged and supported.

Expenses

HTFT will reimburse expenses in accordance with **Volunteer Policy incorporating Reimbursement of out-of-pocket Expenses to Patients and Carers for Engagement Work.**

Please keep all your receipts to give to us when you claim expenses.

Recruitment and Selection

Patient Safety Partners will be recruited through our volunteer's recruitment and selection process as outlined in our Volunteer Policy.

The recruitment and selection of all volunteers is the responsibility of the Voluntary Services Team in liaison with the manager requiring the placement.

The findings from the themes and lessons learnt from NHS Investigation in matters relating to Jimmy Savile (DH :2015) set out clear recommendations on safe recruitment that should include DBS checks and safeguarding training that should both be renewed three yearly. All prospective volunteers including prospective patient safety partners must complete an application form which can be found in Appendix E of the policy and be formally interviewed.

The Voluntary Services Team must be satisfied that the potential volunteer has the personal qualities of:

- Responsibility
- Integrity
- Reliability
- Relevant skills for activities required

No person will be taken on as a volunteer unless they have attended an interview, which will be documented and a copy retained in the volunteer's personal file.

Volunteers must be at least 18 years old.

There is no upper age limit for voluntary workers. If the volunteer is judged by the Voluntary Services Team and/or designated person to be capable of carrying out the requested tasks and clearance by the Trust's Occupational Health Department, should it be required, then the prospective volunteer will be recruited.



If you would like to be considered for the role of Patient Safety Partner, please contact the Volunteer Service as follows:

Email: HNF-TR.voluntaryServices@nhs.net

Address: Voluntary Services Team, Mary Seacole Building Willerby Hill, Beverley Road, Willerby, HU10 6ED

Tel: 01482 477862

When considering the role of PSP it is advisable to consider:

- Why you are interested, including personal experiences or processes in the NHS (or other organisations).
- What skills, past experiences, and insights you feel you can bring to the role.
- Any potential conflicts of interest we should consider.
- Any accessibility issues we need to make adjustments for.
- Please also indicate what days and times of the week are best suited and if there are any you are unable to commit to.

Supporting documents:

Volunteer Policy incorporating Reimbursement of out-of-pocket Expenses to Patients and Carers for Engagement Work

Patient Safety Partners Role Description

Patient Safety Partner Agreement



Appendix 4 - Task Profile- Patient Safety Partner

Task name	Type of task	Description of Task	PSP Input required
Patient Safety/Governance meetings: Quality and Patient Safety group Quality Committee	Attendance either Face to face or over MST	Attend meetings at which patient safety, quality and clinical governance is a key function of the group	Ask questions Provide constructive challenge and feedback Provide PSP perspective
Patient and Carer Involvement: PACE Forums Involving patient and carer group	Attendance either Face to face or over MST	Be an active participant in the PACE forums and Involving Patient and Carer group	Seek feedback from patients and carers. Provide updates on PSP involvement across the organisation and share learning and insights
Specialist interest/Patient Safety sub-groups	Attendance either Face to face or over MST	Attend specialist interest/patient safety related sub-groups at which patient safety, quality and/or clinical effectiveness form part of the meeting key functions	Ask questions Provide constructive challenge and feedback Provide feedback on policy/procedural and other documents from a PSP perspective
Document review	Preparation for meetings Co-production	Reading papers, policies, and other key documents prior to attendance at meetings	Provide feedback on policy/procedural and other documents from a PSP perspective
Site visits/services reviews	Patient, carers surveys and environmental reviews	Peer reviews, PLACE assessments	Review of clinical environments, seek feedback from patient and carer
Events	Attend local event and regional/national meetings as required either face to face or over MS Teams	Patient Safety Conference, Patient Safety Week, Learning the lessons events, Peer Review events, Regional or National Patient Safety Partner events and webinars or networks	Support the Patient Safety team to deliver presentation, seek stakeholder feedback and shared lived experience. Participate/attend PSP networks/events regionally or nationally
Shadowing staff	Face to face Staff/patient facing	Shadowing key staff to gain a better understanding of roles for example other PSPs, Patient Safety Specialist, Risk Manager, Patient Safety Manager, Medicines Safety Officer, Medical Devices Safety Officer, Complaint and feedback team, Legal team.	Seek to understand the roles and responsibilities of key corporate roles within the organisation
Recruitment panel	Interview	Support recruitment of staff to ensure commitment to patient safety	Develop appropriate questions, take part in the interview process



Appendix 5 - Equality Impact Assessment (EIA)

1. Patient Safety Partner Involvement Policy
2. EIA Reviewer: Sadie Milner, Patient Safety and Practice Development Lead, Trust Headquarters
3. Policy

Main Aims of the Document, Process or Service		
The policy sets out the expectations of the role for Humber Teaching NHS Foundation Trust and Patient Safety Partners in accordance with national guidance		
Please indicate in the table that follows whether the document or process has the potential to impact adversely, intentionally or unwittingly on the equality target groups contained in the pro forma		
Equality Target Group	Is the document or process likely to have a potential or actual differential impact with regards to the equality target groups listed? Equality Impact Score Low = Little or No evidence or concern (Green) Medium = some evidence or concern (Amber) High = significant evidence or concern (Red)	How have you arrived at the equality impact score? a) who have you consulted with b) what have they said c) what information or data have you used d) where are the gaps in your analysis e) how will your document/process or service promote equality and diversity good practice
1. Age 2. Disability 3. Sex 4. Marriage/Civil Partnership 5. Pregnancy/Maternity 6. Race 7. Religion/Belief 8. Sexual Orientation 9. Gender re-assignment		

Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
Age	Including specific ages and age groups: Older people Young people Children Early years	Medium	PSP are recruited via our volunteer services and as per the Volunteer Policy are limited to over 18s
Disability	Where the impairment has a substantial and long term adverse effect on the ability of the person to carry out their day to day activities: Sensory Physical Learning Mental health (including cancer, HIV, multiple sclerosis)	Low	People who have a disability will be supported to apply for the role of PSP and reasonable adjustment will be made including easy read formats and support with essential training requirements
Sex	Men/Male Women/Female	Low	
Marriage/Civil Partnership		Low	
Pregnancy/ Maternity		Low	
Race	Colour Nationality Ethnic/national origins	Low	



Religion or Belief	All religions Including lack of religion or belief and where belief includes any religious or philosophical belief	Low	
Sexual Orientation	Lesbian Gay men Bisexual	Low	
Gender Reassignment	Where people are proposing to undergo, or have undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attribute of sex	Low	

Summary

<i>Please describe the main points/actions arising from your assessment that supports your decision</i>	
This policy reflects national guidance and principle relating to Patient Safety Partner involvement	
EIA Reviewer: Sadie Milner, Patient Safety and Practice Development Lead	
Date completed: 27 July 2023	Signature: S Milner



Appendix 6 - Document Control Sheet

Document Type	Patient Safety Partner Involvement Policy		
Document Purpose	The policy sets out the expectations of the role for Humber Teaching NHS Foundation Trust and Patient Safety Partners in accordance with national guidance		
Consultation/Peer Review:	Date:	Group/Individual	
<i>List in right hand columns consultation groups and dates</i>	May and June 2023	PSIRF Working Group	
	4 th July 2023	Involving patients and carers subgroup	
	5 th July	Volunteer Services Manager	
	8 th August	PSIRF Steering group	
Approving body: V1.0	EMT	Date of Approval:	14 August 2023
Ratified at:	Trust Board	Date of Ratification:	27 September 2023
Training Needs Analysis: <i>(please indicate training required and the timescale for providing assurance to the approving committee that this has been delivered)</i>		Financial Resource Impact	Out of pocket expenses as per the Volunteer Policy
Equality Impact Assessment undertaken?	Yes [<input checked="" type="checkbox"/>]	No [<input type="checkbox"/>]	N/A [<input type="checkbox"/>] Rationale:
Publication and Dissemination	Intranet [<input checked="" type="checkbox"/>]	Internet [<input type="checkbox"/>]	Staff Email [<input checked="" type="checkbox"/>]
Master version held by:	Author [<input type="checkbox"/>]	HealthAssure [<input checked="" type="checkbox"/>]	
Implementation:	<i>Describe implementation plans below - to be delivered by the Author:</i>		
	This policy will be disseminated as described in the Document Control Policy C-003.pdf (humber.nhs.uk) . Implementation of this policy will be delivered and overseen by the Patient Safety Team reporting into the Quality and Patient Safety Group		
Monitoring and Compliance:	QPAS		

Document Change History			
Version number/name of procedural document this supersedes	Type of change,	Date	Details of change and approving group or executive lead
1.00	New policy	Sept 2023	New policy required for the Patient Safety Incident Response Framework (PSIRF). Approved EMT 14 August 2023 and taken through QPaS for noting. Ratified at Trust Board – 27 September 2023

