



<https://hmt-uk.org/job/patient-safety-and-experience-partner-volunteer/>

## Patient Safety and Experience Partner

### Description

Are you passionate about making healthcare safer and more patient-centred? We're looking for a dynamic and engaged individual to help shape our brand-new **Patient Safety and Experience Partner (PSP)** Voluntary role at St Hugh's. This is a unique opportunity to bring an independent perspective, amplify the patient voice, and work alongside our team to enhance safety and experience for our community.

The voluntary role will be anticipated to support up to one day a month on site reporting to the Head of Clinical Services.

### Responsibilities

Our Patient Safety and Experience Partner (PSP) at St Hugh's will provide a different perspective on patient safety and experience; one that is not influenced by organisational bias or historical systems. By reinforcing the patient voice and that of our communities in Grimsby, our PSP will support a patient-centred approach to safer healthcare at St Hugh's.

We want to be open and honest however, and say that as a brand-new role, we'll be working together to develop what the day-to-day tasks look like. So, we're looking for someone who is excited to build something brand new, and who will be able to help steer what this role will become. Some examples of what the work might look like include the following areas.

- Talking with patients and staff about safety, experience and what matters to them
- Helping us understand what we do well and how we can do this more of the time
- Helping to develop patient safety information resources, like leaflets, guides and checklists
- Acting as the patient voice on improvement projects
- Supporting some of the patient safety training of staff
- Networking meetings with healthcare partners, e.g. primary care and community groups
- Meetings with executive team members and senior managers to check and challenge
- Joining interview panels for staff patient safety and experience roles
- In future, supporting the team when reviewing incidents and complaints, including taking part in responses for learning purposes

### Skills and Experience

- Understanding of and broad interest in patient safety and experience
- Ability to communicate well in writing and read comprehensive, sometimes sensitive reports
- Ability to understand and evaluate a range of information
- Confidence to communicate well verbally with senior leaders about strategic issues, as an advocate for patient safety and experience
- Ability to provide a patient 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

### Hiring organization

Healthcare Management Trust

### Employment Type

Volunteer

### Beginning of employment

January 2026

### Duration of employment

Volunteer

### Industry

Healthcare

### Job Location

Peaks Lane, DN32 9RP, Grimsby, North East Lincolnshire

### Working Hours

One Day Per Month

### Base Salary

£ Voluntary

### Date posted

March 11, 2025

### Valid through

14.12.2025

- Ability to be a critical friend
- 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, inclusiveness and high standards

### **Job Benefits**

We want this role to be a partnership, and to make sure that you get a great experience from your time working with us. Here's some things we hope you'll get from this role.

- Develop your understanding of how a charity providing health and social care works from the inside
- Training and skills around patient safety, including Human Factors and system safety
- Skills in building a brand-new role that has a clear vision
- Improving on and refining skills you already have, including public speaking, critical thinking, quality improvement, writing and more
- Be part of a wider network of healthcare partners
- Patient advocate for health inequalities

### **About HMT**

At HMT, our mission is to provide market-leading care solutions for individuals with complex needs, focusing on serving marginalised and deprived communities.

We believe that everyone deserves access to high-quality, compassionate healthcare, regardless of their circumstances. By delivering specialist care to those who need it most, we aim to improve lives and encourage healthier communities.

### **Our Values**

#### **Caring, Enterprising, Resourceful, Authentic, Accountable**

Our values serve as the foundation upon which we construct an environment that nurtures trust, innovation and excellence. Together, these values form our culture and shape strong, cohesive and dynamic teams.

### **Contacts**

If you are interested in the role, we would love to hear from you:

Ashleigh Jack (Head of Patient Safety & Improvement) [Ajack@hmt-uk.org](mailto:Ajack@hmt-uk.org)