**Patient Safety and Experience Partner**

**St Hugh’s Hospital**

**Role Description**

**A bit about us…**

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**

**A group of hands with a star

Description automatically generated**

**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.

**A bit about the role**

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| **Role title** | Patient Safety and Experience Partner |
| **Reports to** | Head of Clinical Services, SHH |
| **Responsible to** | Hospital Director, SHH |
| **Base** | St Hugh’s Hospital, Grimsby |
| **Hours** | Up to one day per month - flexible |
| **Pay/remuneration** | Voluntary  Out of pocket expenses |

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

Whilst we can’t say right now exactly what a day in the life of a PSP at St Hugh’s will look like, we can say that you’ll be at the heart of work that will make our patients safer and improve their experience, and you will be supported directly by our site management team and Head of Patient Safety/Patient Safety Specialist at HMT. You will also have a direct link to one of our Trustees.

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

**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
* 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

**Training**

Mandatory training will be required, including in one or more of the following areas.

* Patient Safety Syllabus Level 1: Essentials of Patient Safety
* Information Governance
* Safeguarding Level 1
* Infection Prevention and Control Level 1
* Health and Safety
* Equality and Diversity

**Planning and organising**

* Ability to plan time to prepare for meetings and undertake any other activities required as part of the role
* To attend (mostly virtual and occasionally in-person) PSP support meetings and training events (regional and national)

**Personal**

* Adhere to the principles of the PSP agreement
* Inform relevant person if unable to attend meetings or undertake any other identified activities
* Self-awareness of when personal wellbeing support is required, due to exposure to potentially sensitive subject matter

1. **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 clinical 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 HMT’s policy and procedures

**Health and safety**

* Report any environmental factors that may contravene health and safety requirements
* Ensure that all work is carried out in line with HMT policies and procedures
* Attend Induction and regular mandatory training

**Due to the HMT’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.**

**Planned interview date**

Wednesday 16 April 2025, St Hugh’s Hospital, Grimsby