

Role specification

Patient Safety Partner (PSP) Volunteer

| | |
|------------------------------|--|
| Location | Royal Papworth hospital |
| Hours of volunteering | Flexible - minimum will be agreed with patient safety Lead and PSP |
| Minimum age | Minimum age of 18 years |
| Please note | A Disclosure and Barring Service Check (DBS) is required for this role |

Purpose of role:

A Patient Safety Partner (PSP) is a volunteer who is actively involved in how we learn from patient safety events. They will help 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.

Key Working Relationships

All Royal Papworth Staff; Patient Safety Specialists, Patient Safety and Quality leads in partner organisations and commissioning bodies.

Role Summary

The PSP will support a culture which is ‘patient centred’. As a PSP you will provide unbiased support to any group of which you are a member to ensure the perspective of the people who use our services, their carers and their family members are represented and listened to. Your contribution will provide a balanced view of what it feels like to receive care and will substantiate where changes to our services are necessary.

A PSP is actively involved in the design of safer healthcare at all levels within Royal Papworth Hospital. This includes participating in quality and risk, clinical governance and safety improvement workstreams and attending identified meetings. Further detail is provided below in the “Key Tasks and Requirements” section. These include the time commitment for specific roles and frequency of meetings where appropriate.

The PSP will need to uphold the Trust’s values **Compassion Excellence Collaboration** and associated behaviour standards and maintain strict confidentiality in respect to discussions and information when required.

The PSP role does not constitute a contract of employment within Royal Papworth Hospital Trust. There are some occasions where a reward and recognition payment may be applicable, for example when Patient Safety Partner expertise and contribution is essential. Arrangements and payments will be made through the Trust Staff Bank and enrolment with the bank is required. Patient Safety Partners may be asked to support the other organisations across Cambridgeshire & Peterborough. Communities of practice will be

established for PSPs to work together, share experiences and gain insights from all organisations and providers.

Key Tasks and Requirements

Skills and experience

- Understanding of, and a broad interest in patient safety
- Ability to provide a patient, carer, or lay perspective.
- To put forward views on behalf of the wider community / groups of patients (not own opinion only, but an advocate for patient safety)
- An ability to read a range of information from a variety of sources.
- An ability to ask questions, and to work collaboratively with staff and other PSPs, to help develop a safer organisation.
- Commitment to maintaining high standards, with a commitment to being open and honest.
- Sound judgement and an ability to be objective.
- Personal integrity and commitment to openness, inclusiveness, and high standards.
- Ability to prepare for meetings and undertake any other activities required as part of the role.

Personal requirements

- Adhere to the principles of the PSP agreement.
- Have knowledge of Royal Papworth Trust Values and a commitment to reflect these in all actions carried out as a PSP.
- A commitment to sessional volunteer time and availability to be flexible.
- Availability to regularly attend meetings or undertake other identified activities.

Support to colleagues

- Support and guidance to new PSPs where required.
- Act as a PSP peer to others in the organisation.
- Take part in PSP networks to receive peer support and share learning.

Communication and confidentiality

- Ensure that confidentiality is always maintained in relation to all people who use our services – this includes patients, the public and staff.
- Information governance is based on GDPR / The Data Protection Act 2018, which ensures information about a person is kept safe.
- Ability to communicate well in writing and read detailed reports.
- Ability to understand and evaluate a range of information and evidence.
- Confidence to communicate well with senior leaders about strategic issues, as an advocate for patient safety
- Confidence to report any safety incidents to staff.
- PSP to identify and discuss any concerns they have following the provision of feedback at committees/meetings with their supervisor/line manager.

Infection control

- Adhere to the principles of hand hygiene when entering and leaving clinical areas and other Infection Prevention and Control measures as required.
- Be familiar with Royal Papworth policy in relation to Infection Prevention and Control.

Equality and diversity

- Have an understanding of individual patients' needs and consideration for diversity, inclusion, cultural and religious requirements.
- Committed to equality of opportunity for all.
- The post holder must act in accordance with our policies and procedures.

Health and Safety

- Report any environmental factors that may contravene health and safety requirements.
- Attend induction and regular mandatory training as appropriate.
- The post holder must ensure that all work is carried out in line with our policies and procedures.

Support, training, and remuneration

- We will provide induction and training appropriate to the responsibilities of this role, including mandatory training such as information governance, equality and diversity and safeguarding.
- National patient safety training is provided, and it is a requirement of the role that PSP complete levels 1 and 2.
- We will provide management and support and a named person who will meet with you regularly to discuss your role.
- There may be a requirement to undertake further training when needs are identified, and training is available.
- We will reimburse expenses and a reward and recognition payment for time and expert PSP input to designated projects.

Additional Information

- The Trust is committed to carefully screening all staff working with vulnerable people. The appointment will be subject to a satisfactory Disclosure and Barring Service disclosure of the appropriate level.
- We value and promote diversity and are committed to equality of opportunity for all and appointments are made on merit.
- Volunteer applicants are advised to seek further financial advice as remuneration for PSP activities may have tax implications as the payments may be regarded as earning whether they are employed, unemployed, retired, or receiving state benefits.
- 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.

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.

For a more information please refer to the Framework for involving patients in patient safety (June 2021) via the following link:

[NHS England » Framework for involving patients in patient safety](#)

Structure



Patient Safety Partner Agreement

This Patient Safety Partner (PSP) agreement describes the arrangement between Royal Papworth Hospital Trust and you.

We would like to thank you for your involvement and commitment to the PSP and the contribution made towards improving patient safety within the organisation.

How we will support you in the role.

- We will provide induction, 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 and offer involvement payment in accordance with the RPH Volunteer Policy.
- We will provide adequate insurance cover for you while carrying out PSP roles approved and authorised by us.
- We will try to resolve problems, complaints and difficulties that may be encountered during the course of your duties.

Your commitment to meet the organisation's needs.

- You will perform your PSP role to the best of your ability.
- You will attend relevant committees at the appropriate level.
- You will plan time to prepare for meetings and undertake any other activities required as part of the role such as reading relevant reports and papers.
- You will communicate with senior leaders about strategic issues, as an advocate for patient safety and championing the voice of service users.
- You will maintain the confidential information of the organisation and of its service users in accordance with GDPR and data protection.
- You will follow the organisation's procedures and standards, including equality and diversity in relation to staff, patients, and other PSPs.
- 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 and Diversity Policy.

Maintaining your own safety and the safety of others

We take your safety seriously and will 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. You will 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.

PSP: _____ **Signature:** _____ **Date:** _____

Manager: _____ **Signature:** _____ **Date:** _____

DECLARATION OF CONFIDENTIALITY

PATIENT SAFETY PARTNER'S DECLARATION

I hereby declare that I will observe Trust policies and procedures in relation to Confidentiality and Data Protection legislation whilst volunteering for Royal Papworth Hospital NHS Foundation Trust

1. I will complete the Trust mandatory Information governance training.
2. I will hold in strict confidence any personal information concerning patients, their families and carers, members of staff or other volunteers which may become known to me verbally or by access to manual or computerised records during the period of my position as a Patient Safety Partner. I will not divulge such information to any unauthorised person nor discuss it with other colleagues in any place.
3. I understand that such confidential or personal information includes a patient's diagnosis and treatment and any other particulars relating to his or her condition.
4. I undertake not to knowingly access any personal information unless such information is essential for me to undertake my role and I have had the permission of a member of staff to access the information.
5. I recognise and accept that access to, holding and use of information is subject to the Data Protection Act and that this affects the holding, obtaining, recording, using, sharing and disposal of information.
6. I understand that by undertaking a voluntary role within the Trust, that I will not divulge any personal information relating to individuals and I agree to abide by the principles of the Data Protection Act 1998, Common Law Duty of Confidentiality and the principles established by the Caldicott Committee.
7. I am aware that matters concerning the work of the health service including about patients, their families and carers, members of staff or other volunteers should never be discussed outside the health service. All volunteers have a moral and legal obligation to patients and staff of Royal Papworth Hospital NHS Foundation Trust.
8. I agree to take all practical steps within my control to ensure that all personal identifiable information, which is in my care, is held safely and securely and cannot be viewed by unauthorised persons and is disposed of in the correct manner.
9. I accept that should a breach of confidentiality or inappropriate use of personal identifiable information occur whilst in my possession, I accept full responsibility and I will inform my local manager, Patient and Advice and Liaison Supervisor (01223 638896) or Information Governance Manager (01223 639989) immediately.
10. I understand that I will be provided with an nhs.net email account that I can access through my personal devices including a laptop or home computer, mobile phone or

tablet. I understand that confidential information will be received into this account, and it is my responsibility to ensure this information is held securely by:

- Ensuring this information is not viewed by unauthorised persons.
- Ensuring this information is saved only to folders set up within the nhs.net account and never saved outside of this account.
- Ensuring I log out of my nhs.net account when it is not in use.

11. I understand that if I do not have access to an electronic device to receive confidential information via an nhs.net account, I will be supplied with paper copies of all documents by the hospital. I understand that all documentation must be kept on the hospital premises at all times and kept in a secure location on the hospital site, or securely disposed via the confidential waste bins.

Patient Safety Partners (PSP) Signed: _____

PSP Name: _____

Date: _____

Manager/Supervisor Signature: _____

Manager/Supervisor Name: _____

Date: _____

Reward and Recognition Payment

| Role | Hourly Recognition Payment |
|---|----------------------------|
| <p>Patient Safety Partner – expert contributor role e.g., Learning response meeting following patient safety event, expert contributor at a directorate-level group, which meets regularly to have oversight of a core function.</p> | £20 |
| <p>Patient Safety Partner – delegate role and/or member of an organisation’s clinical governance committee or other committee that reports directly to the board.</p> | £15 |
| <p>Patient Safety Partner – project work e.g., outside of core volunteer duties such as project work or preparation that takes place outside of a meeting.</p> | £15 |