

## Volunteer role description – Patient Safety Partners

<b>Role title</b>	Patient Safety Partner
<b>Named Volunteer Manager</b>	Lead nurse for patient safety / Head of Risk and Assurance
<b>Location of volunteering</b>	Hospital-wide
<b>Role purpose</b>	<p>Patient Safety Partners (PSP) are actively involved in the design of safer healthcare at all levels of the Royal United Hospital. This includes roles in safety governance and in the development and implementation of relevant strategy and policy.</p> <p>PSPs champion a diversity of views; ensuring that the voice of patients, carers, families and hard to hear groups are represented during discussion and delivery of patient safety policy and strategy</p>
<b>General tasks</b>	<p>Tasks may include some or all of the following:</p> <ul style="list-style-type: none"> <li>• Attending the relevant patient safety committees as required, as a full and equal participant, to ensure that the voice of patients is considered and represented during discussions and decision-making. This will require reading meeting papers, attending meetings, participating in discussions and decision-making</li> <li>• Representing the views of patients, families and carers in the RUH's transition from the Serious Incident Framework to the Patient Safety Response Framework</li> <li>• Involvement in relevant staff recruitment. This will involve supporting shortlisting candidates, designing interview questions and sitting on interview panels or focus groups</li> <li>• Gathering the views and experiences of patients to feedback into patient safety committees (with support from the Patient Experience Team)</li> <li>• Be provided with opportunities to be involved in wider Trust patient safety projects.</li> <li>• Involvement in the hospital's Accreditation Programme, supporting observations relating to patient safety</li> <li>• Being an advocate for Duty of Candour</li> </ul>
<b>Skills, experience and qualities needed</b>	<ul style="list-style-type: none"> <li>• Understanding of, and a broad interest in, patient safety</li> <li>• Able to communicate well in writing and comprehend complex reports</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to understand and evaluate a range of information and evidence</li> <li>• Confidence to communicate well verbally with people at all levels of the organisation about strategic issues, as an advocate for patient safety</li> <li>• Ability to remain objective where necessary</li> <li>• Ability to plan time to prepare for meetings and attend them</li> <li>• 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)</li> <li>• Experience of championing health improvements; able to be a critical friend</li> </ul> <p>Commitment to uphold trust core values and RUH policies.</p>
<b>Support and training</b>	<ul style="list-style-type: none"> <li>• Friends of the RUH will provide mandatory hospital induction and training</li> <li>• A named member of staff will induct the volunteer into the role and provide guidance and supervision as needed</li> </ul>
<b>What's in it for the volunteer?</b>	<ul style="list-style-type: none"> <li>• The opportunity to influence patient safety strategy and outcomes at the RUH</li> <li>• The knowledge that you will be making an important contribution to your local community throughout your role at the hospital.</li> </ul>
<b>Our expectations of volunteers</b>	<ul style="list-style-type: none"> <li>• To be able to commit consistently to approximately one day per month (may be conducted over a number of days).</li> <li>• To raise any concerns with staff so support can be provided accordingly.</li> <li>• To engage with this role fully.</li> <li>• To follow the RUH's policies and procedures as covered in your training.</li> <li>• To maintain the confidentiality of the RUH and its patients in accordance with your knowledge of Data Protection and the Trust's Data Protection Policy.</li> <li>• To be a critical friend – internally facing, offering advice from a non-institutional perspective.</li> <li>• To be a community channel – externally facing, credible and bringing in wider perspectives by drawing on sources of information or support outside the hospital.</li> <li>• Encourage a proactive focus on improving patient safety - not merely responding to issues but identifying topics important to patients and carers for the hospital to consider.</li> </ul>