

## SINGLE CORPORATE SERVICES

### Quality, Safety, Patient Experience Team

<b>Job title:</b>	Patient Safety Facilitator (PHU)	<b>To be completed by HR</b>  <i>Job Reference Number</i>
<b>Reporting to:</b>	Head of Patient Safety (PHU)	
<b>Accountable to:</b>	Deputy Chief Nurse (Group)	
<b>Pay Band:</b>	6	

As part of the Single Corporate Service, this role is a designated site-based role (PHU) however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### Job purpose

To facilitate, manage and support patient safety across the Trust, working with all departments to both continuously improve safety and share lessoned learned.

Provide high-quality, confidential executive PA support to the Associate Director of Quality & Governance, ensuring efficient organisation and coordination of their daily schedule, priorities and workstreams.

#### Job summary

To work as a core member of the patient safety team in supporting and delivering the national and local patient safety agendas and the patient safety incident response framework (PSIRF).

Delivering a robust process for the management of incidents, ensuring as required that they are reviewed, investigated and that local and or organisational learning occurs as a result.

Actively engaging in the facilitation of the patient safety workstreams including the patient safety incident framework and where required be a learning response lead.

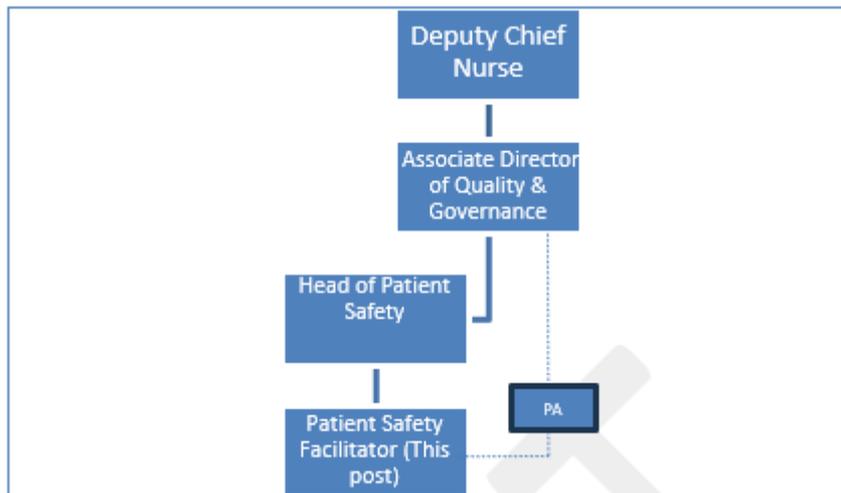
Work in partnership with lead clinicians, senior managers, nurses, specialists, and service providers in order to maintain, support, mentor and advise.

To provide support to the Mental Health and Dementia care teams in the delivery of strategy and operational workstreams (ad hoc).

Provide high-quality, confidential executive PA support to the Associate Director of Quality & Governance, ensuring efficient organisation and coordination of their daily schedule, priorities and workstreams.

Promote an open, honest, and just culture and support the continued development of the patient safety culture within the organisation.

### Organisational Chart



### Specific Core Functions

- To manage arrangements, provide the agenda, papers and minutes for the Trust Patient Safety Incident Review Group and Learning Response Approval Group.
- Be familiar with the Trusts PSIRF plan and policy and advise on its use.
- Provide advice and guidance to key staff involved in incident reviews, working with division/care group governance and risk co-ordinators to ensure a consistent and efficient approach.
- Contribute to the development and successful year on year review of PSIRF within the organisation.
- Support the dissemination of information regarding organisational safety related activities to the divisions/care groups and other appropriate stakeholders.
- Work with the core members of the patient safety team to assist in the delivery of training related to strengthening capability within the organisation around patient safety.
- Analysing and triangulating results and presenting findings to various audiences that encourage reflection/action.
- Ensure timely reporting of relevant incidents onto the Strategic Executive Information System (StEIS), in concordance with the Trust PSIRF policy and plan.
- Design and manage a systems compliance tracker (spreadsheet) for PSIRF.
- Leading by personal example, to establish a high profile for patient safety within the Trust, working with others to share good practice, communicate lessons learnt, and celebrate success.

- Provide and receive complex, sensitive, or contentious information, both internal and external to the organisation.
- Be able to communicate sensitive and complex information to patients, carers and staff involved in patient safety incident investigations. Be empathetic and able to provide reassurance to those involved in the investigation process.
- Provide information and support to patients/families and members of staff who have been involved in an incident, embracing the spirit of being open and duty of candour.
- Support the Associate Director with the monitoring, tracking and progression of quality, governance and patient safety workstreams, ensuring deadlines are met and information is captured accurately.
- Nurture positive relationships with clinical staff to ensure effective communication of all issues relating to patient safety and risk.
- Ensure patient safety team and relevant staff are informed of incidents with high harm and/or learning and improvement opportunity, including members of Executive Team as appropriate.
- Keep updated on all relevant national guidance including the NHSE Patient Safety Strategy, Patient Safety Incident Response Framework, and Never Events.
- Analyse patient safety themes and trends and ensure timely circulation of lessons learned via the patient safety newsletter/bulletin.
- Contribute to the safety intranet site and other initiatives i.e. organisational wide learning newsletters, that supports the dissemination of lessons to be learnt/learned.
- As directed undertake regular trust-wide analyses and triangulating results and prepare findings to various audiences that encourage reflection/action.
- Support in implementation of policies, contribute to development of local audit protocols/ impact on audit activities.
- Support in the delivery of the Trust True Norths on reducing avoidable harm and contribute to developing a learning and improvement culture.
- Be responsible for safe use of organisation resources and equipment/orders supplies for area of work.
- Support the Head of Patient Safety with the delivery of training on PSIRF.
- Become a member of the training faculty for patient safety learning.
- To support a minimum of two learning responses (e.g., SWARM, After Action Review or MDT Review) per year to maintain skills and credibility in safety science and investigations.
- Use computer software to create reports, documents, drawings/ adapt, design information systems to meet specifications of others.
- Develop spread sheets and other tools for audit approaches, creation of audit data collection tools, clinical audit governance database/responsible for development and maintenance of audit database for organisation.
- Ensure compliance with the information governance requirements including consent, confidentiality, and information storage in line with Trust and national policy and legislation.
- Assist in the identification and support in the development of patient safety initiatives in response to themes emerging from PSIRF.
- Take part in audit projects relating to identified risk issues and make recommendations on findings.
- To be responsible for proactively developing own practice and knowledge.
- Maintain professional registration as appropriate (if registrant in role)

### Key Responsibilities

### ***Communication and Working Relationships***

- The post holder will be providing and receiving highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding and/or presenting complex, sensitive, or contentious information to a large group of staff.
- Provide high-quality, confidential executive PA support to the Associate Director of Quality & Governance, ensuring efficient organisation and coordination of their daily schedule, priorities and workstreams.

### ***Analytical and Judgement***

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

### ***Planning and organising***

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

### ***Physical Skills***

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

### ***Patient Client Care***

- Provides general non-clinical advice, information, guidance, or ancillary services directly to patients, clients, relatives or carers.

### ***Policy and Service Development***

- The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.

### ***Financial Management***

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

### ***Management/Leadership***

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

### ***Information Resources***

- The post holder has occasional requirement to use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD).

### ***Research and development***

- Regularly undertakes R&D activity as a requirement of the job, or regularly undertakes clinical trials, or regularly undertakes equipment testing or adaptation.

### ***Freedom to Act***

- The post holder is guided by general health, organisational or broad occupational policies, but in most situations the post holder will need to establish the way in which these should be interpreted.

**Physical effort**

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

**Mental effort**

- There is a frequent requirement for concentration where the work pattern is unpredictable, or there is an occasional requirement for prolonged concentration.

**Emotional Effort**

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

**Working conditions**

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

**Person Specification**

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• At least 2 years' experience in a governance/compliance role within a healthcare setting</li> <li>• High level expertise using Microsoft Office/NHS IT programmes.</li> <li>• Completion of Level 1 and Level 2 National Patient Safety Syllabus</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the Datix/StEIS electronic reporting systems</li> <li>• Previous Managerial experience</li> <li>• Safety science and systems thinking training.</li> </ul> <p><b>Management/Leadership</b></p> <ul style="list-style-type: none"> <li>• Responsible for the organisation and management of the service alongside the Patient Safety Team.</li> <li>• Demonstrate awareness of national</li> </ul>	

		<p>and local guidelines relating to patient safety and influence developments in accordance with these.</p> <ul style="list-style-type: none"> <li>• Contribute to trust peer reviews and any focused CQC style reviews.</li> <li>• Actively contribute to achieving the clinical governance goals/targets set by the trust and department and comply with reporting schedules for monitoring and reporting on clinical outcomes. Includes auditing of services.</li> <li>• Identify, contribute to or lead on aspects of change across the Trust</li> </ul>	
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Understands the professional and ethical issues involved in providing health care.</li> <li>• Previous experience in developing and implementing organisation wide projects.</li> <li>• Experience of external reporting</li> <li>• Experience of working within a performance measurement and monitoring framework</li> <li>• Experience of meeting internal/external review processes</li> <li>• Previous experience in developing and implementing an assessment project.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the NHS regulatory environment.</li> <li>• Experience of board level reporting</li> <li>• Experience of policy/strategy development</li> <li>• Experience of delivering presentations to groups</li> </ul>	

	<ul style="list-style-type: none"> <li>• Undertaking quality assessments</li> </ul>		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, written and oral including negotiating and persuasion skills.</li> <li>• Evidence of liaison with a wide range of internal and external staff, stakeholders/governors</li> <li>• Experienced in working autonomously, managing highly complex and large workloads prioritising to tight deadlines effectively.</li> <li>• Ability to think strategically and introduce new approaches and views to problems.</li> <li>• Diplomatic and confident in manner, self-confident with the ability to work under and respond to pressure.</li> <li>• Enthusiastic and tenacious attitude to the work, particularly in resolving issues and driving through improvement.</li> <li>• Excellent attention to accuracy and detail when undertaking tasks when there are frequent interruptions to deal with unforeseen events.</li> <li>• Excellent analytical skills, including gap analysis.</li> <li>• Proven ability to structure and organise large volumes of complex information.</li> <li>• Ability to develop long term schedules for Trust wide organisational use.</li> <li>• Experience of planning and administering complex meetings</li> <li>• Advanced keyboard skills</li> <li>• Meticulous attention to detail</li> <li>• Continuous computer/keyboard use</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to develop a schedule and deliver a programme of routine complex performance reports, development plans and action plans.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to concentrate for prolonged periods.</li> <li>• Ability to observe a personal duty of care in relation to equipment and resources used in the course of work.</li> <li>• Proven ability in creating/adapting/modifying databases to deliver compliance.</li> <li>• Excellent IT Skills, highly proficient/competent in use of Microsoft Office applications, databases.</li> <li>• Proven ability to produce corporate level action plans.</li> <li>• Proven ability to produce statistical reports and audit tools.</li> <li>• Experienced in collating vast amounts of complex information for external regulators.</li> <li>• Experienced in organising organisational group meetings, producing agenda's, reports, minute taking.</li> </ul>		
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**Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all times; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.

- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adult's policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date.
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully, and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.