

Patient Safety Improvement Lead

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Patient Safety Improvement Lead

Division – Trust Services

Band – 7

Salary – £41,659- £47,672

Location – Based in Bristol, working across Bristol and Weston campus.

Hours of work – 30 hours a week

Contract length – Permanent

Annual leave – Up to 33 days pro rata dependant on NHS Service

Pension – The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

What you'll love about working here

We are outstanding! The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

A digital exemplar – Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare – We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust

As an organisation we encourage further development of all employees to progress upward within their chosen field.

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

Other useful information

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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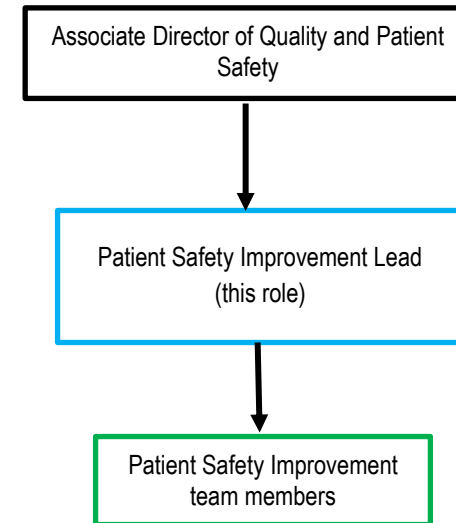
Main Duties and Responsibilities

The corporate patient safety function sets the strategic direction for patient safety insight, involvement and improvement (Patient Safety Strategy, NHS England 2019).

The corporate Patient Safety Team provides Trust wide oversight for all aspects of harm and risk reduction associated with the delivery of clinical services, including an improvement programme based on thematic analysis of the highest areas of clinical risk.

The post holder will be based within the corporate Patient Safety Team leading the Patient Safety Improvement Programme which is overseen by the Head of Quality and Patient Safety. They will:

- Assist in the development of an improvement culture which supports the highest quality and safety of patient care.
- Engage, influence and work collaboratively with senior managers, corporate services, operational management, clinical and administrative teams to deliver sustainable improvements across the organisation
- Provide expertise to review processes and systems, and develop solutions to resolve issues
- Provide expertise to initiate, plan and deliver improvement initiatives that will improve the quality of care delivered to patients while enhancing the overall patient and staff experience.
- Lead the Patient Safety Improvement programme in conjunction with the senior responsible officer and project team
- Actively participate in the delivery of the Quality Improvement Academy, and mentor allocated improvement initiatives from courses or hub.
- Support the building of capability across the organisation, enabling staff to use quality improvement, change management and project management skills to successfully make improvements within their areas of work
- Collaborate with service users, carers, Trust governors and external partners to shape improvement initiatives, where appropriate.
- Work autonomously without direct supervision
- Be able to recognise and respond to the human dimensions of change that may arise as a consequence of



Organisational Structure

About us

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In addition to a common mission and vision, we share our Trust values: **We are supportive, We are respectful, We are innovative, We are Collaborative.**

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Communication:

- Be willing to listen, question and challenge positively and encourage others to do so
- To communicate a clear, compelling vision and provide direction to project team members
- Liaise with and influence senior managers/clinical leads on an individual basis with regard to the planning, development, delivery and evaluation of specific projects.
- Lead, engage, influence and train staff to undertake new ways of working required for improvement initiatives
- Lead and motivate members of staff participating in improvement initiatives throughout their life cycle
- Identify and build effective relationships with all stakeholders involved in improvement initiatives
- To mediate between parties with conflicting interests and negotiate quality solutions that are agreeable to all parties
- Identify and work collaboratively with subject matter experts to ensure the success of improvement initiatives. For example, Information Governance, Organisational Development, Human Resources, Digital Services, Communication Team, Legal Team, Business planning and Commissioning.
- Design communication materials for improvement initiatives, when required, ensuring compliance with Trust communication standards
- Provide regular project reports, and make presentations to project governance groups/stakeholders
- Support the senior transformation team/Head of Quality and Patient Safety to report improvement initiatives to Trust governance groups
- Support the senior transformation team/Head of Quality and Patient Safety to promote improvement initiatives undertaken both internally and externally
- Recognise and celebrate successful improvement initiatives completed.

Analytical, Organisation and Planning:

- Undertake and mentor others to design and facilitate events with stakeholders, ensuring required outputs will be generated and translated into tangible deliverables
- Decide the most appropriate improvement tool/s to use to ensure required outputs will be generated to inform improvement initiatives.
- Identify, analyse and interpret complex/sensitive information or data, from a range of sources /IT systems to initiate/inform improvement initiatives
- Make decisions in conjunction with the senior responsible officer and project team to initiate, plan and deliver successful improvements
- Robustly use and mentor others in project management tools and methodology required to successfully implement improvements, ensuring realistic timescales, effective risk management and realisation of benefits.
- When needed, to support the development of business cases required for improvement initiatives
- Work with finance teams to identify financial benefits and return on investment of improvement initiatives

Information Resources

- Use Trust or local systems to effectively manage improvement initiatives
- Support the development of the intranet pages for the patient safety improvement programme
- Work with Digital Services, where indicated, to ensure improvement initiatives utilise available systems and are delivered in line with the Trust Digital strategy
- Work with operational teams to design processes which optimise the use of IT systems. Liaise with Digital services or if appropriate, directly with the supplier regarding developments required to support operational processes
- Use required Trust systems to undertake allocated line management responsibilities
- Work with Digital Services to develop required reports to support improvement initiatives

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Personal Profile

Leadership and Management

- Mentor Patient Safety team members to develop their improvement and project management expertise and skills
- Supervision/coaching of project team members, and delegation of actions to enable both a successful project and the professional development of team members
- Be able to maintain focus on the longer-term goals of improvement initiatives while dealing with the short and medium term challenges that may arise
- To demonstrate a visible commitment to improving services for patients and staff
- To play an active role in developing the Patient Safety Programme and the development of a culture of continuous improvement
- To undertake line management responsibilities for other members of the patient safety team, as delegated by the Head of Quality and Patient Safety. To develop required policies and procedures to support new ways of working, within specific areas or Trust wide, as part of improvement initiatives
- To support the development of training programmes for building a culture of continuous improvement
- To collaborate with other organisations (both NHS and non-NHS) to develop knowledge and experience of the application of improvement methodology and innovation within the NHS
- To gather useful information from other NHS trusts and other external organisations that may stimulate ideas or improve the quality of improvement initiatives

Finance and Resources

- Identify and escalate to senior transformation team/ Head of Quality and Patient Safety when additional resource is required to support projects
- When required, ensure allocated funding for projects is monitored and reported to the appropriate governance group

Other

- Undertake other tasks that are commensurate with the grade as delegated by the Head of Quality and Patient Safety
- Flexible and adaptable to respond to changes to allocated work when required, to support Trust priorities
- Work with teams in a variety of settings and physical locations across the Trust sites
- Support the identification of improvement initiatives appropriate for research and liaise with appropriate services
- Ability to prioritise own workload for the range of improvement initiatives allocated
- To embrace change and have a positive 'can-do' attitude and facilitative style

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Personal Profile

Knowledge and Experience (7)

- Health or social care setting experience (D)
- Experience of leading, designing, planning and delivering improvement projects from initiation to completion (E)
- Experience of using quality improvement tools within improvement projects (E)
- Experience of using project management methodology (E)
- Experience of working with multi-disciplinary teams and managers (E)
- Experience in training and developing staff (E)

Skills and Abilities (12)

- Excellent interpersonal skills (E)
- Able to design and facilitate events, and translate outputs into tangible deliverables (E)
- Able to engage, lead and influence others to adopt new working practices (E)
- Strong communication skills – verbal, written and presentational (E)
- Proven problem solving skills – ability to review processes and systems, and develop solutions to resolve issues (E)
- Analytical skills – ability to identify, gather, and interpret complex data for improvement projects, and present it clearly to a wide range of individuals and organisations (E)
- Decision making skills for leading and delivering improvement projects (E)
- Able to use a range of IT application, including Microsoft Office products using a standard keyboard (E)
- Ability to supervise project team members, and delegate required work (D)
- Ability to work with staff and service users in a variety of settings (E)
- Able to lead multiple improvement initiatives (D)
- Ability to use improvement and project management tools, and skills to mentor, educate and train staff in their use (D)

Aptitudes (4)

- Able to work independently or as part of a team (E)
- Able to prioritise own workload effectively (E)
- Self-motivated with a positive can-do attitude (E)
- Flexible and adaptable to work across all Trust sites, and respond to changes to allocated work. (E)

Public Sector Language Competency

Be able to speak fluent English to an appropriate standard - E

Qualifications and Training (3)

- Educated to degree level / relevant professional qualification) or equivalent relevant experience (E)
- Project management qualification or significant experience of managing projects (E)
- Highly developed specialist knowledge in change management /improvement methodology, through post graduate qualification, or significant experience of working at similar level (E)
- Evidence of continuing professional development (E)

(E) = Essential

(D) = Desirable

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovate their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.