

Head of Patient Safety

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Head of Patient Safety

Division – Trust Services

Band – 8b

Salary - £53,138 - £62,001

Location – Trust Headquarters

Hours of work – Full Time 37.5 Hours per week

Contract length – Permanent

Annual leave – Up to 33 days 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

Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.

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

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Diversity & Inclusion

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.

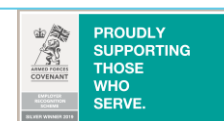
'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

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

Inspected and rated

Outstanding ★

Care Quality Commission



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Job Purpose

UHBW's corporate patient safety function is required to set the strategic direction for patient safety, to deliver on reactive and proactive aspects of patient safety improvement work and to deliver education and training to enable and support front line staff to keep patients and staff safer.

The job purpose is to lead the day to day delivery of Trust's patient safety incident response system, both internally and collaboratively with partners in the integrated care system, in order to support the delivery of safer systems of care. This includes developing a culture of continuous learning and improvement and one where to staff feel psychologically safe to raise patient safety concerns; by ensuring responses to incidents are effective, fair and consistent.

The Deputy Head of Patient Safety post includes acting as one of the Trust's designated patient safety specialists as defined in the 2019 national patient safety strategy for England. This includes providing day to day leadership and oversight of the Trust's incident response plan ensuring that systems thinking, human factors understanding and just culture principles are embedded in all patient safety processes.

The post holder is required to use clinical expertise to advise and support the UHBW quality and patient safety clinical risk agenda working collaboratively with key stakeholders and clinical and operational teams. This includes ensuring learning from incidents is fed directly into organisation wide improvement programmes and learning and development activities.

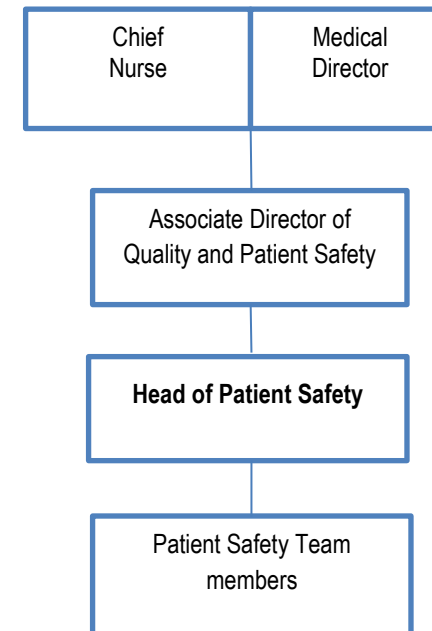
The post holder is expected to use specialist patient safety expertise to carry out this role.

He post holder is expected to line manage some members of the corporate patient safety team.

The post holder is accountable to the Head of Quality (Patient Safety) and deputises for them as required.

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Organisational Structure



About us

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

In addition to a common mission and vision, we share our Trust values: **Respecting everyone, Embracing change, Recognising success and Working together.**

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Key Duties and Responsibilities

To use highly specialist patient safety and improvement expertise to deliver the following:

Leadership and management

- Be accountable for delivering a corporate patient safety service for UHBW
- Provide expert advice and support for staff at all levels with regard to quality and patient safety improvement.
- Take a lead clinical role in developing and managing effective systems for clinical risk identification and reduction as outlined in the national Patient Safety Strategy 2019
- Provide day to day leadership for the involvement of staff/patients, families/carers and lay representatives in patient safety insight and improvement across UHBW.
- Encourage a philosophy of continuous improvement amongst staff and colleagues and lead by example.
- Benchmark and network locally and nationally with external organisations and sources of best patient safety improvement practice
- Deputise for the Head of Quality (Patient Safety) in their absence, including occasionally chairing meetings and forums as required in line with agreed terms of reference.
- Undertake line management of agreed Patient Safety Team members, providing leadership and ensuring clear objective setting, monitoring and development plans are in place.
- Be responsible for coaching and developing staff working in the Patient Safety Team and support the transfer of patient safety expertise across the Trust.
- Provide strong professional leadership and development for Patient Safety Team members.

Communication

- Develop strong collaborative working relationships with staff at all levels, including those at colleagues in BNSSG, NHS England, the West of England Patient Safety Collaborative and wider patient safety networks
- Ensure effective stakeholder and staff engagement and communications in the implementing the new national Patient Safety Incident Response Framework.
- Develop a culture of open communication where subjects may be sensitive, where opinions and differing views are valued and where open and frank discussion are encouraged to achieve high quality care for patients.
- Use influencing and negotiating skills to present the case for change, where required, in a supportive

- Design and deliver multi-professional patient safety training content across the Trust based on learning from incidents
- Engage with stakeholders, including Executive Directors, other senior staff (both clinical and non-clinical) and other staff more broadly to ensure the right views are sought and heard when introducing service developments.
- Write and submit clear, high quality, comprehensive reports as required which are fit for purpose and contain robust and valid data and analysis to support recommendations
- Work with and engage clinicians across divisions to critically examine patient safety risk reduction ideas negotiating and supporting implementation of changes as appropriate.
- Support the development of an effective Trust wide communication and engagement strategy to share learning from incidents

Organisation and Planning:

- Plan and deliver a programme of a meaningful and inclusive involvement in patient safety across UHBW
- Undertake thematic analyses of incidents to identify key patient safety risks and make recommendations for risk reduction actions
- Work collaboratively with divisional patient safety teams in developing their governance systems for managing quality and patient safety
- Set and communicate clear consistent standards and expectations for patient safety incident management.

Finance and Resources:

- Support the Head of Quality (Patient Safety) to manage the budgets for the Patient Safety Team.
- Ensure that the Patient Safety Team is fully equipped with the necessary tools and techniques to support the patient safety risk reduction agenda.

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University Hospitals
Bristol and Weston
NHS Foundation Trust

Patient Safety Specialist expertise:

- Provide expert knowledge in the use and application of systems-based patient safety investigations in a complex change environment
- Use and ensure accuracy and currency of information contained within electronic patient safety systems as a repository for all aspects of incident management provide a clear evidence-based audit trail and rationale for decision making
- Use outputs from electronic systems to support clear and comprehensive reports for submission in to the trust's governance structures for quality and safety at all levels
- Provide expert analysis to support redesign of safety systems/patient pathways using innovative/novel approached and progressive concepts to balance Trust wide and local requirements
- Identify key pressures and bottlenecks with systems designed to keep people safer, and to assist work stream members in addressing and overcoming them
- Initiate and conduct local and national benchmarking and environmental scanning of patient safety initiatives to identify and learn from best practice and lead on implementation where appropriate.
- Engage, support and facilitate the Trust's Patient Safety Partners to carry out their role as equals through a meaningful and inclusive involvement programme
- Ensure systems for family liaison and support and a culture of openness and transparency is embedded within patient safety incident investigations and their outcomes.
- Seek and exploit opportunities to continuously improve systems for keeping people safer, through participation in external network groups and by promoting the adoption of good practice from elsewhere.
- Work closely with senior staff to ensure consistency and alignment of patient safety improvements with other corporate programmes and initiatives.
- Ensure patient and carer involvement in embedding service user and other stakeholder involvement within systems for improving patient safety
- Be responsible for developing Trust-wide patient safety policies
- Support the Head of Quality (Patient Safety) in identifying opportunities for promoting successes.

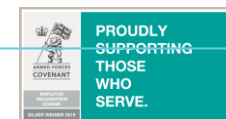
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Clinical Governance

- To provide accurate, valid and reliable patient safety assurance information at all levels from ward to Board
- To ensure new and emerging risks to quality and safety are identified, escalated (when appropriate) and mitigated
- To support Trust oversight of risks to quality and safety and their mitigation
- To support assurance of compliance with statutory Duty of Candour

Other

- Attend meetings (internal and external) as required on behalf of the Head of Quality (Patient Safety), representing the team professionally and contributing to the wider issues on behalf of the team.
- Lead team meetings/huddles when required
- Ensure the team are kept up to date with Trust issues and provide regular communications on Trust issues and events.
- Be accountable for decisions and actions taken in the course of duties and responsibilities as out lined in this job description
- Maintain professional registration by taking responsibility to meet revalidation requirements
- Take responsibility for maximising opportunities for own training and development in discussion with Head of Quality (Patient Safety)



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Personal Profile: Head of Quality (Patient Safety)

(E) = Essential (D) = Desirable

Knowledge and Experience

- Highly developed specialist knowledge aligned with the elements of the national patient safety syllabus-E
- Broad operational knowledge and understanding of clinical governance systems accompanied by management experience in this field - E
- Experience of a senior NHS management post with direct responsibility for strategic and operational leadership - E
- Knowledge and experience of driving improvement in the quality and safety of patients.- E
- Experience of working in a patient safety related role for at least two years, with an understanding of the concepts which underpin approaches to improving patient safety in health systems - E
- Expertise in a range of aspects of patient safety science such as human factors, systems thinking, investigation, quality improvement, change management, prospective and reactive risk analysis and management, error theory and just culture - E
- Experience of drafting committee papers - E
- Experience of chairing committees and/or leading project/working groups - D
- Experience of designing and delivering training packages - E
- Experience of delivering presentations to large/senior audiences - E
- Experience of leading and overseeing organisation-wide initiatives - E
- Experience of deputising for senior management-D
- Experience of working across different clinical and managerial functions-E
- Experience of delivering improvement programmes with demonstrable success-E
- Experience of managing staff and staff work-E
- Expertise in the design, facilitation of patient safety systems and translating outputs into tangible deliverable-E

Qualifications and Training

- Educated to Masters Degree level in a relevant subject, or hold an equivalent level professional qualification or equivalent experience at senior level - E
- Relevant leadership or management qualification - D
- Evidence of strong and recent commitment to relevant ongoing professional development - E

Version 1.0
Registered Healthcare Professional – E

Skills and Abilities

- Ability to concurrently manage a number of work streams - E
- Ability to apply a high attention to detail whilst seeing the bigger picture - E
- Ability to develop and communicate a long-term vision for patient safety and convert that into plans, objectives and deliverables for their organisation - E
- Expert communication skills and ability to provide and effectively communicate highly complex, sensitive and contentious information to staff, patients and relatives/carers that may conflict and where expert opinion may differ and where a potentially antagonistic or highly emotive atmosphere may present significant barriers to acceptance - E
- Ability to analyse and resolve complex issues, capable of interpreting and evaluating complex, multi-faceted information to reach judgements about the best course of action and advise the organisation on how these should be implemented - E
- Highly skilled in managing stakeholder relations, establishing and using networks and developing and maintaining strong relationships across an organisation - E
- Ability to develop, maintain and monitor information systems to support improvement initiatives - E
- Leading by example - E
- Personal and professional credibility and enthusiasm for patient safety - E
- Ability to deal with a range of professionals in an appropriate way using tact and diplomacy- E
- Ability to set the pace for a team in order to achieve stretching goals - E
- Working knowledge of MS Word, Excel and Powerpoint - E
- High level persuasion, negotiation and influencing skills - E
- Commitment to continuous service development and quality improvement

Aptitudes

- Commitment to quality work; promotes high standards in all they do - E
- Courage to speak truthfully and challenge appropriately - E
- Values diversity and difference; operates with integrity and openness - E
- Works well with others by being positive, helpful and listening to, involving, respecting and learnings from others - E
- Involves patients and the public in their work - E

Public Sector Language Competency

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

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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 innovates 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.

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.

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. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

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.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

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 commitment.

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