**Leicestershire Partnership NHS Trust**

**Patient Safety Partners**

**Application and Information Pack**

**May 2023**

**Lived Experience Partners**

**Application and Information Pack**

**April 2023**



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**Key dates and timescales**

|  |  |
| --- | --- |
| Application Closing Dates | **Friday 30th June 2023** |
| Interview Dates  (Date and preference of interview  Will be agreed with you) | **17th to 21st July 2023**  **(Date, time, and venue to be confirmed following shortlisting)** |
| Information Drop-in Sessions | **1st June 2023 at 4.00pm (via MS Teams)**  **8th June 2023 at 4.00pm (via MS Teams)** |
| Recruitment Timescales | **Up to 6 weeks following interviews** |

**Introduction to Leicestershire Partnership Trust**

Leicestershire Partnership NHS Trust (LPT) believes that patients and carers can be influential partners in driving, delivering, and supporting change and improving services. **We want to collaborate with** patients, their carers, and families **as equal partners to** enable us to deliver high quality healthcare services.

We work alongside schools, local hospitals, GP practices, social services, and other local authority departments such as housing and education, as well as working with voluntary organisations and local community groups, in order to achieve our goals and to ensure that anyone we care for is treated to the highest possible standard. We provide care and support through three divisions which focus on:

* Adult Mental Health Services
* Families, Young People and Children’s Services and Learning Disability Services
* Community Health Services

You can find out more at [www.lpt.nhs.uk](http://www.lpt.nhs.uk)

The Patient Safety Partner is a new and evolving role developed by NHS England to help improve patient safety across health care in the UK. The role of a Patient Safety Partner is to enable the trust to value, listen and provide meaningful involvement opportunities for patients, their carers, and families in the ongoing patient safety work of the organisation.

We are looking to recruit two enthusiastic individuals who are committed to work with us to develop our patient safety culture.

Patient safety is the avoidance of unintended or unexpected harm to people during the provision of health care. Patients should be treated in a safe environment and protected from avoidable harm.

Patient Safety Partners are patients, carers, family members or other lay people who are recruited to work in partnership with staff to influence and improve the governance and leadership of safety within our organisation.

We want our Partners to be reflective of the population that we serve. We therefore welcome applications from across all communities including but not exclusive to Black and Asian Minority Ethnic groups, people from different religions, LGBTQ+, people with both physical and learning disabilities, children, and young people and those from socially and economically disadvantaged communities.

In addition to our Patient Safety Partners, we are also recruiting Lived Experience Partners and three members for our People’s Council. Details about these roles can be found in their own application and information packs. To find out more please contact us at [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net)

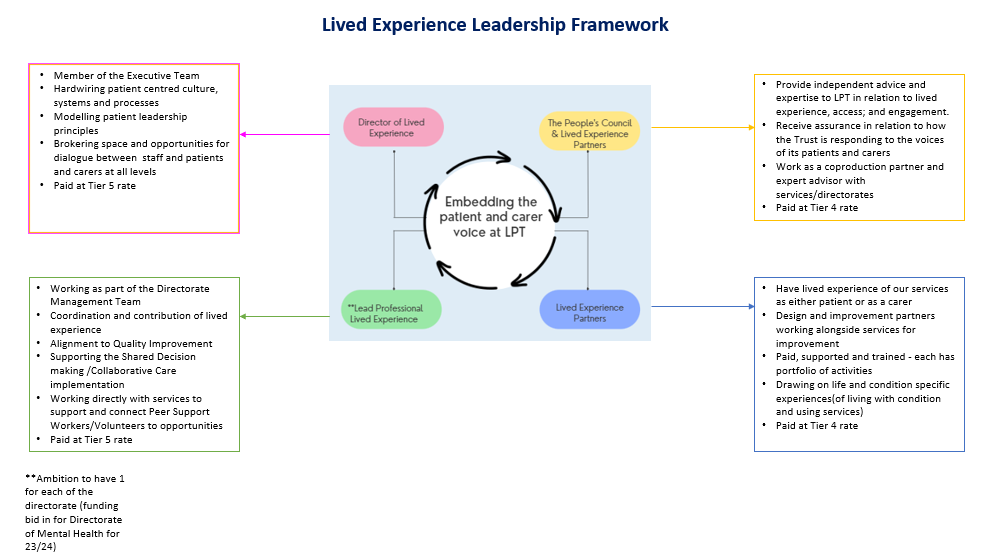
**Lived Experience Leadership Framework**

Our Lived Experience Leadership Framework has been developed in partnership with people with lived experience. The Framework which is taken from the Patient Leadership Triangle developed by InHealth Associates sets out how the Trust places lived experience and patient and carer voice at al levels of the Trust.

Patient Safety Partners will be working alongside services and teams. Partners will participate in quality improvement programmes, governance committees, as well as other activities like training, recruitment, and input into academic papers.

We call them ‘partners’ largely because they bring professional and personal wisdom alongside their experiences of using our services.

They are not representatives or there to provide feedback (we have other mechanisms for that) but are ‘advisors’ and ‘critical friends’ who check assumptions, ask questions, provide insights into reframing issues or identifying problems, change dynamics and model collaborative leadership.



**Patient Safety Partner Role Description**

|  |  |
| --- | --- |
| **ROLE DESCRIPTION** | |
| **Role Title:** | Patient Safety Partner (PSP) |
| **Role Purpose:** | A Patient Safety Partner is actively involved in the design of safer healthcare at all levels in Leicestershire Partnership NHS Trust. |
| **Hours:** | Up to, but no more than 2 days per month (15 hours) |
| **Reports to:** | Tracy Ward, Head of Patient Safety |

The Role of a Patient Safety Partner

As a Patient Safety Partner, you will have an understanding and broad interest in patient safety. Your role in the Quality and Safety Team will include:

* Having an ability to understand and evaluate a range of information and evidence.
* Having an ability to be objective and non-judgemental.
* Providing a questioning approach to the information shared at the Quality Committee and any other meetings.
* Help to co-design patient safety initiatives
* Involvement in Interview panels for patient safety-related recruitment

You will provide a different perspective on patient safety and support effective safety governance at all levels in the organisation. They act as a critical friend, challenging us to ensure we prioritise the safety requirement of our patients.

Some key activities our Patient Safety Partners will undertake include:

* Participating and joining key conversations and meetings within the Trust that address patient safety.
* Attending our Patient Safety and Improvement and Quality Forum monthly meetings (6 – 10 hours per month)
* Challenging us and the way that we work through being a critical friend. You will provide a questioning approach to the information shared at the Committees and meetings
* Representing the patient’s/family voice, to ensure the committee/meeting members are ‘walking in the patient’s shoes’
* Co-designing the developments of patient safety initiatives.

Skills and experience

* A broad interest in patient safety
* An ability to communicate verbally and an ability to 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 Partners, to help develop a safer organisation
* Ability to represent all patients, as part of the wider community
* Commitment to maintaining high standards, with a commitment to being open and honest.
* A recognition there is a requirement to work flexibly.

Planning and organising

* Ability to plan time to prepare for meetings and undertake any other activities required as part of the role.
* To attend support meetings and training events.

Personal

* Willingness to develop learning and work in collaboration with Leicestershire Partnership NHS Trust to improve patient safety
* Ability to review, digest and comprehend a range of information and opinions
* Willingness to listen and to question until you reach the level of information required to understand
* Willingness and ability to provide a voice for patients, carers and relatives and express views
* Ability to reflect the different views and diversity of patients/carers/relatives including those living with different conditions and from different backgrounds
* Be supportive and innovative in delivery change
* Inform relevant person if unable to attend meetings or undertake any other identified activity
* Inform the chair of the meeting if there is a conflict of interests, such as patient or patient group are known personally to the Patient Safety Partner.
* Commit to attending pre-planned meetings that require Patient Safety Partner involvement

Communication

* Ensure that confidentiality is always maintained
* Patient Safety Partner to identify and discuss any concerns they have following the provision of feedback at committees/meetings with their supervisor.

Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
| **Outlined below are the experiences, skills, and characteristics that we believe make someone an ideal candidate for the role of PSP. *If you wish to apply, please consider each and identify where you would like training and/or support, this will be discussed with you following your application.*** | | **(E)essential** | **(D)desirable** |
| 1 | Experience of using services provided by Leicestershire Partnership Trust or local health and care provider as a patient or carer. | E |  |
| 1.2 | The ability to draw on personal experience and expertise to inform good intent for quality improvement for all users of local services. | E |  |
| 1.3 | Experience of working with others in a team (for example in a voluntary or paid role or in a community/faith group or setting) | E |  |
| 2. | Listen actively, observe, and learn from all those around you. | E |  |
| 2.1 | Use internet and communicate using email, Microsoft Word, landline, and mobile phone. | E |  |
| 2.2 | Competence in written and verbal skills. The ability to read, review and absorb complex information. | E |  |
| 2.3 | Work with others to develop effective relationships built on trust, credibility, and respect. Recognise strength in diversity. | E |  |
| 2.4 | Be curious; ask considered questions about complexities you have yet to understand. Reflect upon new knowledge. | E |  |
| 2.5 | Work collaboratively with clinical, and non-clinical staff as an equal partner in the design, improvement, and evaluation of named reviews or projects. | E |  |
| 2.6 | Work with others, and alone, to achieve agreed tasks. Respect deadlines. Provide feedback and reflection. | E |  |
| 2.7 | The ability to understand, interrogate, and use data. |  | D |
| 2.8 | The ability to contribute to governance and quality assurance. |  | D |
| 2.9 | The ability to lead the co-design and delivery of projects. |  | D |
| 2.10 | The ability to co-lead/lead the delivery of training |  | D |
| 3 | Be able and willing to demonstrate the Trust’s values and behaviours:   * Valuing one another * Work together * Taking personal responsibility * Always learning and improving * Recognising and valuing people’s difference | E |  |
| 3.1 | Have ability to self-manage and recognise your own mental, physical, and medical limitations. *(Your wellbeing comes first.)* | E |  |
| 3.2 | Be able to demonstrate a non-judgemental, respectful attitude toward others. | E |  |
| 3.3 | Demonstrate an understanding of service user involvement and participation and why it is important. | E |  |
| 4. | Attend meetings (8-10 hours per month) during normal working hours (Monday to Friday, 9.00am – 5.00pm) | E |  |
| 4.1 | Travel, by car or public transport, between home and Healthcare sites for meetings, etc. Negotiate shared journeys. | E |  |
| 4.2 | Join the Trust as a volunteer and attend Trust induction and undertake the relevant mandatory training for the role | E |  |

# Training and Support for Patient Safety Partners

All Partners will be required to attend Trust induction which is an online induction. In addition to this you will be required to undertake training via our ULearn online training portal or via a workbook on the following areas:

* Information Governance & Confidentiality
* Equality and Diversity
* Infection, Prevention and Control
* Safeguarding – Adults and Children
* Health and Safety
* Fire Safety
* PREVENT (training developed by the UK Government to address terrorism and non-violent extremism).
* Essentials for Patient Safety (Level 1) and Access to Practice (Level 2)

There will be a range of learning and development opportunities available to Partners. These will be shared throughout the time in post which may include:

* Patient Leadership Programme
* Introduction to Quality Improvement
* Experience Based Co Design
* Facilitation skills

Partners can also be supporting in producing a portfolio of skills and learning which can be collated into a C.V or portfolio of skills which could be used to support applications for employment or further education.

Partners will also have access to the Trust Health and wellbeing support offers and access to staff support networks. Partners will also be able to connect with fellow Lived Experience Partners through a Peer Support Group and 1:1 peer mentoring.

# Recruitment Process

To apply for a role as Patient Safety Partner, you will be required to apply. Support will be available to anyone who wishes to apply and can be found in our application pack. The recruitment process will work as follows:

* Application submitted
* Application shortlisted against criteria and person specification
* If shortlisted you will be invited to attend an informal interview, either face to face or online, based upon your preference

If successful, you will be required to submit information as part of your application process, as this is a requirement for the Trust. This will include:

* + Verbal character references
  + Eligibility to work in the UK check
  + DBS check
  + Occupational health assessment (to identify if you need any additional support to undertake your role as a Patient Safety Partner)
  + Bank details so we can pay your involvement payment, if you choose this, and any out-of-pocket expenses

# Disclosure Barring Service (DBS)

Please note that this role will require a DBS check.

You will be required to declare any spent or unspent criminal convictions, cautions, reprimands, or warning on your application form, and you may be questioned about this during your interview or afterwards.

Please note that having a criminal record will not necessarily bar you from working within our Trust although this will depend on the nature of your offences.

# Expenses and Remuneration

Partners are in senior expert adviser roles that demonstrate strategic and accountable leadership and decision-making activity.

Remuneration will be discussed and agreed on an individual basis as we recognise that recognition means different things to different people. You can choose not to receive an involvement payment. For those who wish to take an involvement payment this will be paid at a rate of £20.00 per hour. Payments will be paid through the Trust’s payroll system and will be subject to statutory deductions including tax and national insurance (NI), although this will be dependent on individuals’ earnings and tax code.

If you are in receipt of state benefits, you should seek advice from the relevant agency, for example Jobcentre Plus, ideally in advance of applying and certainly before accepting an offer of a role which attracts an involvement payment, even if you intend to decline the payment

All Partners will be able to claim for out-of-pocket expenses including support for those with caring responsibilities and can also include payments towards broadband costs and travel.

### **Diversity and equality of opportunity**

**Patient Safety Partner Equal Opportunities Monitoring Form**

Why we are asking you to complete this form

Leicestershire Partnership NHS Trust are committed to promoting equality and eliminating unlawful discrimination, and we are aiming to achieve diversity in the range of people we involve. You do not have to answer these questions, and we understand that some of this information is personal and sensitive in nature. However, gathering this data helps us to understand if we are involving different groups of people, and to make improvements if some groups are not represented.

Equal opportunities information

Thank you for completing these equal opportunity monitoring questions. Please return this together with your application form to [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net)



**Additional Information**

* We would not expect individual applicants to have all capabilities and skills
* A DBS check and references will be required for this role
* We value and promote diversity and are committed to equality of opportunity for all and appointments are made on merit
* Applicants are advised to seek further financial advice as involvement payments may have tax implications as the payments may be regarded as earning whether they are employed, unemployed, retired, or receiving state benefits.

### **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 adjust 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.

**How to apply:**

We are also offering anyone interested in becoming a partner an **informal discussion. Please tick one of the boxes below** to tell us which session you would like to attend or if you would like an informal chat, please contact us at [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net) and we will be happy to arrange this for you.

4.00pm – 5.00pm 1st June 2023

2.30pm – 3.30pm 8th June 2023

I am not able to make the dates above and would like to arrange a call

I am happy to submit my application without attending an introduction session

When you are ready, please complete the application form included with this information pack.

Once you have completed your form you can either:

Post it to us at: **FREEPOST LPT Patient Experience**

Or you can email it to: [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net)

The deadline for sending us your application form is end of day **Friday 30th June 2023.**

Informal interviews will take place between **17th and 21st July 2023**, the date, time, and venue for your informal interview will be confirmed if you are shortlisted.

**Supporting you with your application**

If you would like support in completing your application form, we would be happy to help. Please contact us in the first instance at [LPT.Patient.Experience@nhs.net](mailto:LPT.Patient.Experience@nhs.net)

You can apply using a video or by **submitting your application in person** via an Online meeting with a member of the team. This would allow you to answer the questions on the form in person, these would then be recorded on the form by a member of the team for you.

**Application Form to become a Patient Safety Partner**

|  |  |  |
| --- | --- | --- |
| **SURNAME:** |  | |
| **FORENAME(S):** |  | |
| **PREFERRED NAME (how do you prefer to be addressed):** |  | |
| **TELEPHONE:** | **DAY:** | **EVENING:** |
| **EMAIL ADDRESS:** |  | |
| How do you prefer to be contacted? | | |
| Are there any reasonable adaptations we would need to consider when offering you a role of a Patient Safety Partner? | | |
| **Are you currently, or do you have any experience of involvement work with the Trust or other NHS organisations. This could include volunteering, taking part in consultations, quality improvement projects etc? please tell us about the work you have done (box will expand when typing)** | | |
| **Please tell us how your lived experience would make you suitable for this role?** | | |
|  | | |
| **What transferrable skills do you have that you feel are relevant or you would hope you use as a Patient Safety Partner?** | | |
|  | | |
| **Tell us what you are enthusiastic about and anything else you would like to tell us as part of your application** | | |
|  | | |

I certify, to the best of my knowledge, that the information provided on this application form of Interest form is correct.

Signed: …………………………………… Date: …………………………………….

Print Name: ……………………………………………………………………….

**Patient Safety and Lived Experience Partner Helpful Information**

**What type of role is a Lived Experience Partner?**

Lived Experience Partners are experts by their lived experience. Partners can work with the Trust in a range of ways, all of which will be discussed with you on your application. The Trust will support you to choose which way works best for you.

**Will I get paid?**

Remuneration will be discussed and agreed on an individual basis as we recognise that recognition means different things to different people. You can choose not to receive an involvement payment.

For those who wish to take an involvement payment this will be paid at a rate of £20.00 per hour. Payments will be paid through the Trust’s payroll system and will be subject to statutory deductions including tax and national insurance (NI), although this will be dependent on individuals’ earnings and tax code.

If you are in receipt of state benefits, you should seek advice from the relevant agency, for example Jobcentre Plus, ideally in advance of applying and certainly before accepting an offer of a role which attracts an involvement payment, even if you intend to decline the payment

All Partners will be able to claim for out-of-pocket expenses including support for those with caring responsibilities and can also include payments towards broadband costs and travel.

**Does being a Partner mean that I am classed as an employee of the Trust?**

No being a Partner does not constitute a contract of employment. Nothing in the arrangements between the Trust and Partners shall render a Partner as an employee or agent of the Trust.

All Partners will be recruited on the Trust’s Bank which means that there will be a recruitment process. As a member of the Trust’s bank the following terms will apply:

* There is no obligation on the part of the Trust to offer any work to you
* There are no regular or fixed hours of work
* You will be required to submit timesheets if you are claiming involvement payments (via our Easypay app)
* You will be required to undertake recruitment checks
* You will be required to undertake formal induction
* You will be required to undertaken mandatory training
* You will be required to sign an agreement based on terms and conditions with the Trust to be a member of the bank

**Can I become a Partner as a Volunteer?**

Yes, you can become a Partner as a Trust volunteer. However, it is important to note that Trust volunteers do not receive any financial payment in respect of their time.

**How else can I be recognised for my work as a Partner?**

We understand that not everyone will wish to receive any payment for their time and that recognition can be given in many ways. As a Partner we will be happy to discuss this with you, for example you may wish to build up a C.V. of your work, receive individual certificates for your work or use your Partner work to get the skills and experience to return to work. We will be happy to support you in a way which best suits your wishes.

**Will I be offered training to support me as a Partner?**

Yes. All Partners will be offered a range training, and this will be discussed with you during the application process. All Partners will be required to attend Trust induction. In addition to this you will be required to undertake training via our ULearn online training portal or via a workbook on the following areas:

• Information Governance & Confidentiality

• Equality and Diversity

• Infection, Prevention and Control

• Safeguarding – Adults and Children

• Health and Safety

• Fire Safety

• PREVENT (training developed by the UK Government to address terrorism and non-violent

extremism).

• Essentials for Patient Safety (Level 1) and Access to Practice (Level 2)

All Partners will be required to attend our Patient Leadership Programme (2 days) on 21st and 28th June 2023.

**What if I need any specific adaptations for me to a Partner?**

These will be discussed with you at your application. As part of our recruitment if needs are identified these will be discussed with our Occupational Health Service who will then advise and support you with any specific adaptations required to allow you to undertake your role. These will include accessibility needs, both for attending regular meetings and one-off events. Information which maybe be needed in an accessible format for you e.g., in large print.

**Can I have more than one Partner role within the Trust at the same time?**

Partners should hold **no more than three** Partner roles at the same time where they are receiving a payment and **no more than five** roles if those roles do not attract an involvement payment.

**How long can I work as a Partner?**

The Trust has set a limit to the length of time Partners can be in their role. This is limited to a **maximum of four years continuous involvement**. By doing this we aim to ensure that our Partners contribute effectively to our work and that we continue to make opportunities available for a diversity of people to support our work.

**Will I need special equipment to become a Partner?**

Yes. As many of the activities you will be involved with are online you will require access to a computer and the internet. Support with this will be discussed with you on your application and we may be able to provide you with a laptop and equipment to help you undertake your role. You will also require access to a telephone so that we can contact you.

**Will I need to undertake a Disclosure Barring Service (DBS) application?**

Yes. Please note that this role will require a DBS check.

You will be required to declare any spent or unspent criminal convictions, cautions, reprimands, or warning on your application form, and you may be questioned about this during your interview or afterwards.

Please note that having a criminal record will not necessarily bar you from working within our Trust although this will depend on the nature of your offences.

**Will I have to use my personal email address in my role?**

All Partners will be issues with a NHS email account which they will be required to use in all work with the Trust. By having an NHS email address, you can access a range of offers and support such as NHS Discounts, Health and Wellbeing support and regular communications with the Trust.

**How much time will I have to commit to in my role as a Partner?**

This is up to you. Partners will be required to commit to around 10 hours per month, however this will depend upon the work that you are doing. We will discuss this with you on your application to becoming a Partner and at each activity you are involved with. You will never be expected to do more hours without any prior discussion and agreement with you first.

**What if I cannot attend a meeting or am unwell?**

Not a problem. We appreciate that our Partners will be balancing their own health and wellbeing whilst working as a Partner and it is important that Partners feel able to step away if they need to. All we will ask is that our Partners let us know if they are feeling unable to work, or need a break from their role, this way we can also ensure that we can provide support if needed.

If you in receipt of involvement payments and you are unable to provide bank work that you have agreed to do because you are unwell it is your responsibility to notify the Bank Manager of any absence. As a bank worker you are not entitled to contractual sick pay. Statutory sick pay will be assessed on a case-by-case basis on production of relevant medical certification.

**Am I entitled to annual leave pay?**

You are not entitled to any contractual leave. However, you will be entitled to 5.6 weeks annual

leave in a year under the Working Time Regulations which equates to 12.5 % of your basic rate of

pay. Pay for annual leave will be paid automatically. This will show on your payslip as "WTD”

payment. You will not be entitled to any further payment in respect of this leave entitlement.