Role Title	Patient Safety Partner
Job Number	tbc
Directorate	Clinical Advisory and Population Risk
Team	Patient Safety
Grade	Not applicable *Out-of-pocket expenses should be covered/reimbursed, and they Patient Safety Partners (PSPs) will be offered an involvement payment of £20 an hour in line with NHSE Guidance.*
Accountable Lead	Head of Patient Safety
Base	Home based with occasional attendance at meetings
Hours	The role will involve different amounts of your time depending on the activities you choose to take part in.

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1. ABOUT US

Central East Integrated Care Board (ICB) is responsible for planning and commissioning NHS services to meet the needs of our local population. As a strategic commissioner, we work with NHS providers, local authorities and other partners to improve the quality, safety and accessibility of care, reduce health inequalities and ensure services deliver the best possible outcomes for our communities.

The ICB exists to lead a transformation in health and care delivery—one that is grounded in data, insight and intelligent resource management. Our purpose is to create a system that delivers better outcomes, greater equity and sustainable services for the communities we serve

To achieve this, we are embracing the three major shifts outlined in the NHS 10-Year Health and Care Plan:

- Proactive prevention over reactive care
- Integrated systems over fragmented services
- Value-driven outcomes over activity-based funding

At the heart of this strategy is a commitment to utilisation management and quality improvement. These are not isolated functions—they are the foundation for everything we do. By using data and predictive insights, we can make informed decisions that ensure patients receive the right care, at the right time, in the right place. Delivery will happen at place level,

where local needs are understood, while leveraging scale where it matters—for example, in procurement, digital platforms, and workforce planning.

We aim to manage resources respectfully, maximising every asset across the system—whether that's clinical expertise, community capacity, or digital tools. This is about creating a culture of stewardship, where every pound and every hour is used wisely to deliver the greatest impact.

Joining our team means being part of a mission to do the right thing, every time, guided by evidence and collaboration. Together, we can build a health and care system that is smarter, fairer, and fit for the future.

Our Values and Behaviours
Everything we do starts with one question: "What best serves our population?"

This principle underpins every decision, every action, and every conversation.
We expect all colleagues to embody the following core values:

- Confidentiality – Protecting the trust placed in us by patients, partners, and colleagues.
- Compassion – Acting with empathy and care in every interaction.
- Curiosity – Seeking better ways of working, asking questions, and embracing innovation.
- Integrity – Doing the right thing, even when it's hard.

These values are held together by the Nolan Principles of Public Life—selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.

We aim to create a productive, delivery-focused culture, driven by quality improvement thinking. This means continuously learning, adapting, and striving for excellence in everything we do.

Every member of our team should expect to be held to account for these values and behaviours every day. They are not optional—they are the foundation of how we work together to deliver the best possible outcomes for our communities.

2. ROLE OVERVIEW

As a Patient Safety Partner, you will work with the Central East ICB Patient Safety Team to help make healthcare safer for everyone.

You will bring your own experiences, ideas and views to help us understand what matters to patients, families and carers.

Your role will include:

- Sharing your views and experiences to help improve patient safety.
- Taking part in meetings and discussions about safer care.
- Helping us learn from things that go wrong in healthcare.
- Reading and commenting on reports, plans and information.
- Asking questions and suggesting ways to improve services.
- Helping make sure different communities and their needs are considered.

You do not need any NHS experience or special knowledge. We are looking for people who care about making healthcare safer and are happy to share their ideas and work with others.

3. ROLE DESCRIPTION / SUMMARY

As a Patient Safety Partner (PSP) in Central East Integrated Care Board (ICB) you will be actively involved in the design of safer healthcare at all levels across a range of local health and care organisations. Your main role will be to work with us to ensure that we prioritise the safety requirements of our residents, thereby maximising the things that go right and minimising the things that go wrong for people receiving our services.

1. Contributing to patient safety
    - Bring patient, family, carer and community perspectives to discussions about patient safety.
    - Help identify opportunities to improve the safety and experience of care.
    - Contribute to discussions about learning from patient safety incidents and concerns.
    - Ask questions and provide constructive challenge to support learning and improvement.
2. Working collaboratively
    - Participate in relevant ICB meetings, groups and activities.
    - Work alongside staff and other PSPs to support the development of patient safety priorities and improvements.
    - Help ensure that the needs and experiences of diverse communities are considered.
    - Contribute to discussions about how patient safety information and learning can be shared meaningfully.
3. Participation and development
    - Prepare for meetings and activities with support where needed.
    - Attend relevant induction, training and development opportunities.
    - Participate in PSP support networks and opportunities to share learning.
    - Share feedback about your experience as a PSP and suggest ways to improve the programme.
4. Professional responsibilities
    - Respect confidentiality and handle information appropriately.
    - Treat others with dignity and respect.
    - Declare any potential conflicts of interest.
    - Raise patient safety or safeguarding concerns through agreed routes.
    - Follow relevant ICB policies and the PSP Code of Conduct.

Training

You will receive an induction and appropriate training to help you feel confident and supported in your role. This may include patient safety, information governance, confidentiality, equality and diversity, safeguarding and conflicts of interest.

You will have a named mentor within the Patient Safety Team who will provide ongoing support, answer questions and arrange opportunities to discuss your experiences.

We will work with you to identify any reasonable adjustments or additional support you may need to participate fully.

Planning and organising

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

Personal

- Adhere to the principles of the Central East ICB values and organisational codes of practice, including policies and procedures
- Always demonstrate professional etiquette when representing the patient voice on behalf of Central East ICB.
- Adhere to the Nolan Principles, these include selflessness, integrity, objectivity, accountability, openness, honesty and leadership
- Reflect sensitivity and empathy when receiving lived experience information supporting the privacy and dignity of the patient/ family member sharing the dialogue
- Inform their Patient Safety Specialist if unable to attend meetings or undertake any other identified activities.
- Work with fellow PSPs to develop a network of expertise across the ICS.

Support to Colleagues

- Support and guide new PSPs where required.
- Take part in PSP networks to receive peer support and share learning.

Communication

- Report any safety incidents to your Mentor.
- Ensure that patient confidentiality is always maintained.

Infection Control

- PSPs will follow relevant infection prevention and control guidance when attending NHS premises and raise any concerns with an appropriate member of staff.

Equality and Diversity

- Understand individual patients' needs, consideration for cultural and religious requirements.
- Act in accordance with Central East ICB policy and procedures.

Health and Safety

- Report any environmental factors that may contravene health and safety requirements.
- Ensure that you follow organisational policies and procedures.
- Attend induction and mandatory training as required for the role.

Due to the Integrated Care Board's commitment to safety and continuous improvement, it is likely that the role will evolve over time. These duties will be subject to review; any amendments will be made in consultation and agreement with the PSP.

4. PERSON SPECIFICATION

Role Title	Patient Safety Partner
Band	Not applicable *Out-of-pocket expenses should be covered/reimbursed, and they should be offered an involvement payment of £150 per day in line with NHSE Guidance.*
Directorate	Clinical Advisory and Population Risk

Criteria	Essential	Desirable
Education/ Qualifications		
Experience	• Able to be a critical friend. • Experience of interactions with health and care services or organisations. • Sound judgement and an ability to be objective.	• Experience of involvement in community, voluntary or patient groups
Knowledge/ Understanding	• An interest in improving patient safety and healthcare services	
Partnership Working/ Leadership Management		• Interaction with multiple stakeholders.
• Skills & Experience	• Ability to communicate. • Confidence to communicate well verbally with senior leaders. • Willingness to share ideas and contribute to discussions. • Ability and willingness to use basic digital technology, such as email, online meetings and electronic documents, with training, support and reasonable adjustments provided where needed. • Ability to provide a patient, carer, or lay perspective and to put forward views on behalf of the wider community/groups of patients (not own opinion only).	• Good writing and reading ability of comprehensive reports. • Ability to understand and evaluate a range of information and evidence. • Experience of sharing wider community perspectives
Other	• Personal integrity and commitment to openness, inclusiveness, and high standards.	
You do not need previous NHS experience, formal qualifications or experience of working on committees to apply. We welcome applications from people with different backgrounds, experiences and perspectives. Training and support will be provided.		

5. STANDARD DUTIES

Data Protection and Confidentiality	All staff are subject to the requirements of the Data Protection Act 2018 and the General Data Protection Regulation (GPDR) and must maintain strict confidentiality in respect of patient, client, and staff records.
Equality and Diversity	We are committed to promoting equal opportunities to achieve equity of access, experience, and outcomes and to recognising and valuing people's differences. This applies to all activities as a service provider, as an employer and as a commissioner.
External Interests	Each member of the organisation is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.
Flexible Working	We are committed to offering flexible, modern employment practices, which recognise that all members need to strike a sensible balance between home and work life. All requests to work flexibly will be considered
Health and Safety	You have a legal responsibility not to endanger yourself, fellow employees and others by individual acts or omissions. You are required to comply with the requirements of any policy or procedure issued in respect of minimizing the risk of injury or disease.
Management and Technology	You are expected to utilise the relevant national and local IM&T systems necessary to undertake your role.
Safeguarding Responsibility	We take the issues of Safeguarding Children, Adults and addressing domestic violence very seriously. All employees have a responsibility to support the organisation in our duties by: A. Attending mandatory training on Safeguarding children and adults. B. Making sure they are familiar with their requirements and the organisation's requirements under relevant legislation. C. Adhering to all relevant national and local policies, procedures, practice guidance (e.g., LSCB Child Protection Procedures and Practice Guidance) and professional codes. D. Reporting any concerns to the appropriate authority.
Smoke Free Policy	In line with the Department of Health guidelines, we operate a strict smoke-free policy. This includes not permitting the use of E-Cigarettes on the premises.

Notes:

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the role, in discussion with their mentor/ manager. This role description will be reviewed regularly in the light of changing service requirements, and any such changes will be discussed with the post holder. This role description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on an annual basis.