NHS
Central East
Integrated Care Board

Patient Safety Partner Recruitment Pack

www.centraleast.icb.nhs.uk



Welcome

Thank you for your interest in becoming a Patient Safety Partner (PSP) with Central East Integrated Care Board.

Patient Safety Partners work alongside NHS staff and leaders to help make healthcare safer.

They bring the views and experiences of patients, families, carers and communities into our work and help us think about things from a different point of view.

We want our Patient Safety Partners to help us ask questions such as:

- What would this look like from a patient's point of view?
- Are we listening to the people most affected?
- Is there something we might be missing?
- What could we do differently to make care safer?

You do not need to know all the answers. Asking questions and helping us think differently is an important part of the role.

About Central East Integrated Care Board

What we do?

Central East Integrated Care Board (ICB) is an NHS organisation responsible for commissioning services and making sure people receive safe, high-quality healthcare.

We look after the NHS budget for more than 3.5 million people across our area.





Our communities

We serve people living across:

- Cambridgeshire & Peterborough
- Bedfordshire, Luton & Milton Keynes
- Hertfordshire

Our communities are diverse, and people's health needs and experiences of healthcare can be very different.

Unlike hospitals or GP practices, the ICB works across the whole healthcare system and helps bring organisations together to improve care and safety.

Who do we work with?

We work with hospitals, GP practices, mental health and community services, local councils, voluntary and community organisations and many other partners.

Together, we want to improve health, reduce inequalities and make sure NHS services work well for local people.

What guides us?

At Central East ICB, we ask one important question:

> **"What best serves our population?"**

We want to listen to local people, learn from their experiences and use their views to help us improve healthcare.

What is patient safety?

Patient safety is about reducing the risk of avoidable harm during healthcare.

This includes understanding why things sometimes go wrong, learning from incidents and concerns, and improving healthcare systems so that care is as safe as possible.

What is a patient safety partner?

A Patient Safety Partner is someone who works alongside NHS staff to help us make healthcare safer.

You might bring experience from:

- using NHS services yourself;
- caring for or supporting someone;
- being part of a local community; or
- simply seeing things from a different point of view.

You are not expected to represent every patient or community, but we encourage you to think beyond your own experiences and consider the different needs and perspectives of people across our communities.

We want you to share your own views, listen to others, seek out different perspectives where possible, ask questions and help us think about things we may not have considered.

Patient Safety Partners help contributing to and influencing our work. Final decisions remain the responsibility of NHS organisations and their staff.

Sometimes this means challenging us in a helpful and respectful way.



What could I be involved in?



Every Patient Safety Partner will bring something different. We will talk to you about your interests and experience and find areas of work that suit you.

You could:

- join patient safety and quality meetings;
- look at patient safety information and help us spot patterns or concerns;
- take part in projects to make care safer;
- help us understand safety issues when people use different NHS services;
- help us check that lessons from incidents are being shared and acted on;
- help us understand different experiences across our communities, including considering the views of people whose voices may not always be heard;
- help us make care safer and fairer for everyone; and
- ask questions and challenge us in a constructive way.

You may also be invited to take part in particular projects where a patient, carer or community point of view would be helpful.

Who are we looking for?

There isn't one type of person who makes a good Patient Safety Partner.

You might have experience as:

- a patient;
- a carer;
- a family member;
- someone who supports people in your community; a member of a community or voluntary organisation; or simply someone with an interest in helping improve NHS services.

You do not need:

- NHS employment experience
- medical or clinical knowledge
- qualifications in healthcare
- previous committee experience
- knowledge of NHS terminology

We can help you learn what you need to know.

What would help you in your role?

You don't need to tick every box. We are looking for people who:

- Care about safer healthcare

You want to help make healthcare safer for patients, families and communities.

- Think about different perspectives

You are willing to share your own experiences and ideas, while recognising that other people's experiences may be different and considering what matters to our wider communities.

- Ask questions

You are happy to ask when something isn't clear or when you think we should look at something differently.

- Can challenge us

You can tell us when you think something could be better, while working positively with other people.

- Listen to others

You understand that other people's experiences may be very different from your own.

- Work with others

You are willing to work with patients, NHS staff and leaders.

- Are willing to learn

You are interested in learning more about patient safety and how the NHS works.

We particularly want to hear from people who don’t always get heard

The communities we serve are diverse, and we want our Patient Safety Partners to reflect a wide range of experiences and backgrounds.

We particularly want to hear from people and communities whose voices may not always be heard when NHS services are discussed or decisions are made.





This could include people:

- from different ethnic and cultural backgrounds;
- from faith communities;
- from Gypsy, Roma and Traveller communities;
- living in areas where people may experience financial or social disadvantage;
- with disabilities or long-term health conditions;
- with experience of mental health services;
- who are carers;
- from LGBTQ+ communities;
- from different age groups; and
- who have found it difficult to access healthcare.

You do not need to belong to any particular group to apply.

We want our Patient Safety Partners, together, to bring different experiences, ideas and points of view.

Where will I need to live?

Central East covers a large area.

We are keen to hear from people living across:

- Cambridgeshire and Peterborough
- Bedfordshire, Luton and Milton Keynes
- Hertfordshire

We want our Patient Safety Partners to bring a good mix of experiences from the communities we serve.

How much time will it involve?

The role will involve different amounts of your time depending on the activities you choose to take part in.

Most meetings will be online using Microsoft Teams, with some opportunities to attend meetings or events in person.

We aim to be flexible and will give you as much notice as possible so you can plan your involvement around your other commitments.

You will not be expected to do this alone

You will not be expected to know everything when you start.

We will provide an introduction to the role and support you along the way. This will include:

- an introduction to Central East ICB and how the NHS works;
- an introduction to patient safety;
- training to help you in your role;
- help with Microsoft Teams and meeting papers;
- support before important meetings; and
- regular opportunities to talk to the Patient Safety Team.

We will also ask whether there is anything we can do to make it easier for you to participate.

This could include reasonable adjustments, which simply means making changes or providing additional support to meet your needs.

Will I be paid?

Patient Safety Partners are not employees of Central East ICB.

You can choose to take part on a voluntary basis or receive an involvement payment of £20 per hour for eligible activities, in line with NHS England guidance. Not all activities will qualify for payment, and this will be agreed with you in advance.

We will also pay agreed reasonable expenses, such as travel costs, in line with our expenses policy.

Receiving payments may affect tax or some benefits. We will give you more information about this before you start so that you can decide what is right for you.





Making the application process accessible

We want everyone to have a fair opportunity to apply.

Please tell us if you need any help or changes to make the application process easier for you.

For example, you may need:

- help completing the Expression of Interest form;
- information in a different format;
- adjustments for an interview or conversation;
- help with online technology; or
- support with communication.

We are interested in what you can bring to the role – not how polished your application is.

How do I express an interest?

There isn't one type of person who makes a good Patient Safety Partner.

We have tried to keep the first stage simple.

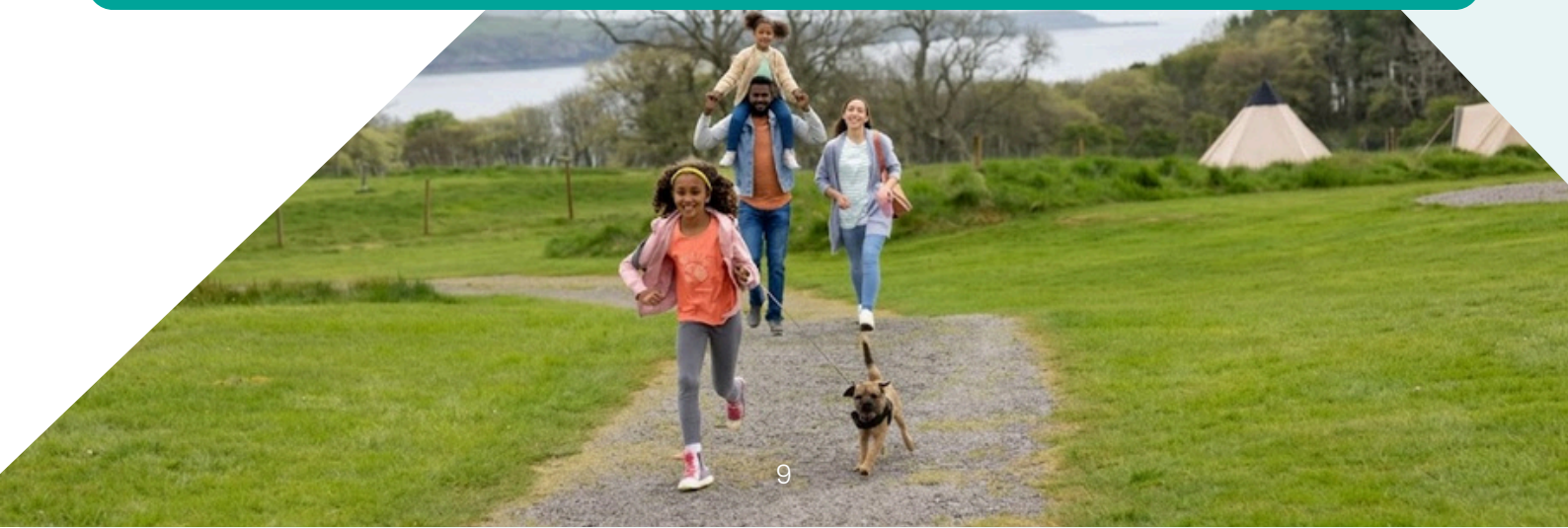
Complete our short expression of interest form and tell us:

- a little about yourself;
- why you would like to become a Patient Safety Partner; and
- what you think you could bring to the role.

Expression of Interest form:
https://forms.cloud.microsoft/e/bK7nfnahdW?origin=lprLink

If completing an online form is difficult for you, please email: ceicbpatientsafety@nhs.net or call 01442 750109

We can talk to you about another way to express your interest.



What happens after I apply?

We will read all the Expressions of Interest forms which we receive.

We will then invite some people to have an informal conversation with us. This gives us a chance to get to know you better and gives you the opportunity to ask questions and find out more about the role.

When choosing our Patient Safety Partners, we will consider the different experiences, skills and perspectives people can bring, including their ability to listen to others, consider different viewpoints and think about the needs of our wider communities.

If you are successful, we will explain any checks that need to be completed before you start and arrange your introduction and training.

Everyone who applies will be told the outcome.

Not sure whether to apply?

Please don't rule yourself out because you haven't worked for the NHS.

Sometimes the most useful questions come from people who see things differently from those of us who work in the NHS every day.

You don't need to understand NHS structures or patient safety terminology.

If you care about safer healthcare, are willing to listen to others and are happy to ask questions and share your views, we would really like to hear from you.

We would be very happy to have an informal conversation before you decide whether to apply.

Central East ICB Patient Safety Team
Email: ceicbpatientsafety@nhs.net
Telephone: 01442 750109

You can also contact us if you need this recruitment pack or Expression of Interest form in another format.