

## JOB DESCRIPTION

### *Patient Safety Advisor Children's Services*

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<b>Post:</b>	Patient Safety Advisor
<b>Band:</b>	7 (0.8WTE)
<b>Division:</b>	Quality and patient Safety Team
<b>Department:</b>	Quality and Patient Safety Manager
<b>Responsible for:</b>	Delivering the Trust's clinical risk management arrangements, including aspects of incident reporting, management, investigation and follow-up, providing advice on risk assessments as appropriate.

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#### **Job Purpose**

The Patient Safety Advisor for paediatrics will be part of a team of 3 patient safety advisors and two administrators providing support for all clinical staff and managers in all aspects of quality and patient safety for the division of Women's and Children's Services. The Patient Safety Advisor posts are responsible for ensuring that systems and processes are in place to support a systematic approach to reporting, assessment, investigation, analysis, evaluation and management of clinical risk throughout the Division. This includes management of adverse incidents when they occur and identification and promotion of good practice in risk management and risk reduction to share learning. They will provide highly competent professional advice on the protection of patients, staff, visitors and the Trust's assets where appropriate to ensure patient safety remains a priority. To ensure that the patient and their safety is at the centre of all that we do.

The Patient Safety Advisor will work closely with members of the Speciality Governance teams. They are responsible for implementing the clinical risk service on a daily basis within the Division, promoting the adverse incident policy, monitoring compliance with it, and supporting the specialty governance teams in their day-to-day recording, management, investigation, follow up and learning from adverse incidents. The post holder will work with the Quality and Patient Safety Manager, Head of Governance, Clinical Governance Lead Consultants and Health and Safety Advisors, to develop and implement appropriate training programmes for all groups of staff. As a senior post within the Division they will network with other internal and external colleagues and agencies as part of this role including where services are provided on different sites.

## **Main duties and responsibilities**

- Provide expert advice and in relation to the management, reporting, investigation (Root Cause Analysis) support to Specialty Governance Teams and follow up of adverse clinical incidents to all grades of staff including executive and consultant colleagues.
- To actively promote the Trust's Incident Management Policy and procedures throughout the Division, as the basis for reporting and mitigating adverse incidents.
- Promote the reporting of all adverse incidents through a sustained campaign, which emphasises a pro-active and reasonable culture of learning from mistakes.
- Provide support and advice to managers and clinicians dealing with serious adverse incidents at local level ensuring timely investigations and preparation of reports. In consultation with the Head of Clinical Governance, initiate and co-ordinate the investigation and follow-up of serious adverse incidents.
- Provide regular briefings to the Quality and Patient Safety Manager, Head of Clinical Governance and Clinical Governance Lead Consultants when required on specific incidents.
- Manage the reporting process to external agencies in the event of an adverse incident occurring e.g. Medicines and Healthcare Products Regulatory Agency (MHRA), SHA via the STEIS system, ensuring all internal and external timescales are met.
- As the delegated Division liaison officer for the national Central Alerting System (CAS), CEMACH/NCE, develop and monitor the process to interpret and appropriately disseminate within the Division all national safety alerts and provide feedback of action taken.
- Work with the Corporate Patient Safety Team to establish and deliver an ongoing programme of training and development to meet the needs of staff in the areas of risk assessment and management, including the training of appropriate personnel in the investigation of serious adverse incidents using the protocol adopted by the Trust in its Incident Management Policy.
- Develop and maintain links and partnerships with other departments in the Trust with a key role in managing clinical risk, to ensure the effective exchange of ideas, information and learning.
- Monitor and report on national risk management initiatives and ensure compliance with the requirements of NHSI.
- Provide clinical risk management and adverse incident information for the Division's performance reporting system, Quality Assurance Committee and the Clinical Governance Group.
- Develop and monitor the process for provision of monthly adverse incident reports and set up a system to respond to requests from the Specialty Governance Team for specific information reports.
- Assist Specialty Governance Team to develop action plans and work programmes to reduce the identified risks in their areas and departments and to share learning.

- Prepare Board, Committee and Unit reports as necessary.
- Monitor patient safety activities to ensure compliance with CQC and NHSLA regulatory standards, turning compliance evidence into valuable assurance. Work towards embedding compliance into day to day reality of care provision.
- Support the Quality and Patient Safety Manager and Head of Clinical Governance to prepare for any external accreditation with regard to Risk Management and improving Patient Safety

## Management

1. To work within Trust policies, protocol and guidelines providing comment on new policy documents as required.
2. To deputise for the Quality and Patient Safety Manager as and when necessary.
3. Maintain and develop a professional competence and be responsible for adhering to Essential Training requirements.
4. Maintain a safe working environment.

## Leadership

- Promote among staff a culture of openness and responsiveness to patient views, an ethos of constructive and positive learning from mistakes within a performance-based culture, a willingness to find imaginative solutions to problems, and to use information as the basis for reflection and action.

To observe the Rules and Code of Conduct as laid down by the relevant governing body and in liaison with all other clinical leads ensure regulations are adhered to by all members of clinical staff.

## General Information:

### The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

### *Respecting Everyone*

- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

### *Embracing Change*

- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

### *Recognising Success*

- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

### *Working Together*

- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

In line with the NHS Constitution, all healthcare providers, registered medical practitioners, nurses and other registered health professionals have a duty of openness, honesty and transparency (candour).

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## **Transforming Care**

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care, Improving patient flow, Delivering best value,  
Renewing our hospitals, Building capability, Leading in partnership.*

These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

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## **Equal Opportunities**

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and

supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

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## 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.

*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.

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

**University Hospitals NHS Foundation Trust is 'Smoke Free'. Smoking or tobacco is not permitted on any of our hospitals sites.**

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## Safeguarding Children and Vulnerable Adults

University Hospitals Bristol 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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## 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.

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### 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 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 1998.
- 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 password / username 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.

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### Job Description completed/reviewed by:

**Managers name: Joanna Morris**

**Date: 08/08/2017**

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

## PERSON SPECIFICATION

~ *Insert Job Title* ~

<b>Education and Qualifications</b>		<b>Essential</b>	<b>Desirable</b>	<b>To be evidenced by*</b>
<b>Q1</b>	Degree Level or equivalent Qualification	✓		A
<b>Q2</b>	Evidence of further Professional and/or Development		✓	A
<b>Q3</b>	Accreditation with professional body	✓		A
<b>Knowledge and Experience</b>		<b>Essential</b>	<b>Desirable</b>	<b>To be evidenced by*</b>
<b>E1</b>	Minimum 2 years' experience at band 6 in clinical practice	✓		A
<b>E2</b>	Experience of working with all grades of staff including executives to manage risk events		✓	A
<b>E3</b>	Experience of managing Risk Service in an acute / tertiary setting		✓	A/I
<b>E4</b>	Experience of working with clinical teams to support improvement in patient safety	✓		A/I
<b>E5</b>	Experience of working to deadlines in a high pressure environment	✓		A/I
<b>E6</b>	Experience of working with patients and families where the outcome is not always as expected.	✓		A/I
<b>Skills and Abilities</b>		<b>Essential</b>	<b>Desirable</b>	<b>To be evidenced by*</b>
<b>S1</b>	Knowledge of NHS Risk Management within an acute care/ tertiary setting	✓		A
<b>S2</b>	Knowledge of Root Cause Analysis	✓		A/I

techniques

<b>S3</b>	Knowledge of Clinical Governance and External Accreditation Processes	✓		A
<b>S4</b>	Excellent and proven presentation skills	✓		A/I
<b>S5</b>	Excellent and Proven oral and written communication and report writing skills	✓		A
<b>S6</b>	Ability to deal with angry or stressed staff at all levels	✓		A/I
<b>S7</b>	Excellent organisational skills	✓		A
<b>S8</b>	Experience in trend analysis and aggregation		✓	A/I
<b>S9</b>	Experience of carrying out detailed investigations using Root Cause Analysis techniques		✓	A
<b>S10</b>	Experience of managing incident reporting systems Ulysses		✓	A/I
<b>S11</b>	Proven ability to work independently and as part of a team	✓		A

**Behaviours and Values**

	Essential	Desirable	To be Evidenced by*
<b>B1</b> – Respecting Everyone	✓		I
<b>B2</b> – Embracing Change	✓		I
<b>B3</b> – Recognising Success	✓		I
<b>B4</b> – Working Together	✓		I

**Public Sector Language Competency**

Be able to speak fluent English to an appropriate standard.	✓		I
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\* **A = Application Form**  
**I = Interview**  
**P = Presentation**  
**T = Test**