Investigating incidents

Participation in investigation panels.

Projects and Training

PSPs could help deliver safety training and/or be part of relevant project teams.

Recruiting key safety staff

PSPs could help generate questions for interviewees and sit on interview panels.

Committee Members

For example, be members of safety and quality committees whose work includes the review/analysis of safety data.

Commitment

The organisation must commit to involving and promoting PSPs.

Diversity and Inclusivity

PSPs should reflect the diversity of the relevant local community.

Valuing

The whole organisation is aware of PSPs and values and recognises them.

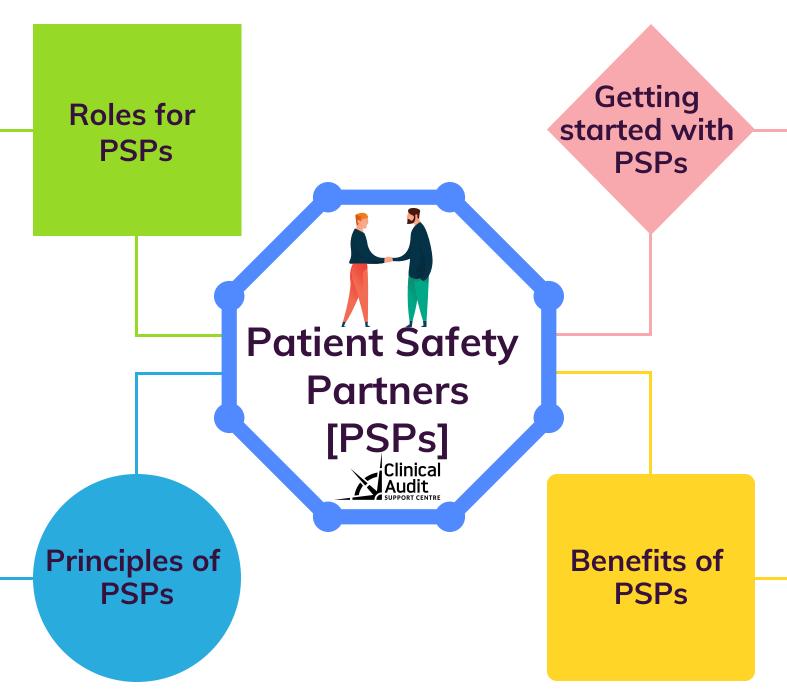
Support and Training

PSP roles and responsibilities are clear. Those taking these roles are inducted into the organisation and trained. Safeguarding, emotional and financial support will be available.

What is a patient safety partner [PSP]?

'PSPs are patients, carers, family members and other lay people who are recruited to work in partnership with staff to influence and improve the governance and leadership of safety within an organisation'.

[Framework for involving patients in patient safety, available <u>here</u>]



Key information on PSPs and timelines

PSPs are referred to as 'knowledge brokers' as they share their user insights and experiences of the NHS. Unlike employed staff they have a different perspective on safety, one that is not influenced by organisational bias. PSPs are different to NHS volunteers and Trust governors. PSP agreements should be established to set out mutual expectations. This is not a contract as per staff employment. By June 2022, governance committees in NHS organisations should include a minimum of two PSPs.

Board Review

Consider if senior leaders are ready to provide an effective culture for PSPs. Appoint a lead on the board for PSPs.

Policies

Organisations will need a PSP involvement policy, renumeration guide, outline of expectations for the PSP, etc.

Recruitment and training

Recruitment needs to be fair, inclusive and open. New PSPs will need a range of training to maximise their impact.

Training for staff

Involving patients more directly is a new way of working and staff will need training and support.

Insights

PSPs can assist organisations in terms of what is important to patients, e.g. when designing safer systems.

Risk Management

Help the organisation identify risk by hearing what currently feels unsafe and unsatisfactory to patients.

Openness and Transparency

PSPs will be key stakeholders and to some degree ensure accountability.

Engagement and Learning

PSPs can encourage patients, families and carers to play a more active role in patient safety. As an example this will improve learning from incidents.