

### **Job Description**

<b>Title:</b>	Patient Safety Manager
<b>Grade:</b>	Band 6
<b>Annual Leave:</b>	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service
<b>Department:</b>	Quality Governance Team
<b>Responsible to:</b>	Head of Patient Safety
<b>Accountable to:</b>	Deputy Chief Nurse/Associate Medical Director (AMD) for Patient Safety

### **POST SUMMARY**

The position of Patient Safety Information Manager is a key role within the Patient Safety Team. The post holder will work closely with the Head of Patient Safety and Chief Nurse/Associate Medical Director (ADM) for Patient Safety to support the patient safety agenda across the Trust. They will support the implementation of the Patient Safety Incident Response Framework (PSIRF) across the Trust working with the Head of Patient Safety and executive team to ensure the PSIRF policy and plan are in line with the trusts priorities. The role will provide professional expert leadership and management of the Trust's Local Risk Management System (LRMS) software (currently RL Datix), which is the central software system responsible for all patient safety activities within the Trust. The post holder will have excellent written and verbal communication skills and will bring a strong customer service approach to their role.

The post holder will be responsible for the day-to-day management and development of Datix and other safety informatics systems, including monitoring of data quality and reporting in line with best practice and including external reporting of data subsequently published in the public domain, Learning from Patient Safety Events (LFPSE). The post holder will have a strong working knowledge and experience of implementing and managing all Datix modules, the ability to design and implement new modules and knowledge of other safety informatics systems as well as a thorough understanding of the external reporting requirements.

The post holder will have strong analytical skills, capable of analysing complex data and presenting themes and key risks in meaningful reports. With the transition to



PSIRF, there will be opportunities to look at new ways of extracting learning from patient safety events and the successful candidate will be expected to engage and support the development of these processes within the Trust. The post holder will have a strong working knowledge and experience of implementing and managing risk and safety and will provide advice and support on risk issues.

## **MAIN DUTIES**

### **Responsibilities – Patient Safety Information and Risk Management**

1. Analyse complex information from safety, risk and compliance data and provide relevant statistical and trend analysis to produce routine and exception reports (including Trust Board data), and support decision making and learning across the Trust within individual teams and services, in line with PSIRF, utilising strong communication skills to influence stakeholders.
2. The post holder will have an overview of patient safety events and ensure the Head of Patient Safety and the Associate Medical Director (AMD) for Patient Safety are kept informed of any analytical trends relating to patient safety events or risks within the organisation.
3. Oversee the management of the Central Alert System (CAS) ensuring that the Trust is compliant with actions and any concerns are escalated to the Head of Patient Safety.
4. Work with the Head of Patient Safety and AMD for Patient Safety to support the patient safety agenda across the Trust, including implementation of the Patient Safety Incident Reporting Framework (PSIRF) in line with the National Patient Safety Strategy.
5. Support clinicians and ICSU Risk Managers to undertake risk assessments, support them to record risks and maintain the local risk register, ensure risk mitigation and escalation in line with the Trust Risk Management Strategy and Board Assurance Framework.
6. Monitor, review and support the complete, timely and accurate capture of risks and alert the Associate Director of Quality and Governance to significant risks that are identified. The post holder will also assist the Associate Director of Quality and Governance in completing reports on risk management to the Quality Assurance Committee.



7. Ensure all training is fit for purpose and deliver patient safety and risk management education, training, and workshop events, including Datix, ensuring case studies are used from within the organisation to support organisational learning and development of our safety culture.
8. Develop and implement patient safety and risk management policies ensuring these comply with national/international guidance, ensuring these are implemented across the organisation, monitored, and audited in terms of their effectiveness.

**Responsibilities: Datix management**

1. Act as the Trust's technical expert for all Datix system modules and be the responsible person and contact in all related queries and issues associated with the system.
2. Ensure safety informatics and Datix systems are fit for purpose and undertake actions to modify them, as required, in line with changing local needs and upgrades and supporting the need for timely and accurate information.
3. Ensure clinical and non-clinical staff have appropriate levels of access to the systems and modules relevant to their role.
4. Produce training packages and deliver training to clinical and non-clinical staff on all modules of the Datix system.
5. Support the ICSU Risk Managers in designing reports and dashboards.
6. Liaise directly with the Datix and procurement partners on behalf of the Trust, to gain the highest quality, most cost-effective safety informatics and Datix systems.
7. Manage the implementation of all supplier upgrades and improvement including training general and management staff and providing post training support for staff.
8. Ensure that all updates from the software supplier are analysed in correlation with the release notes and any changes put into effect on the designed report forms and the training manuals.
9. Contribute to budget planning for upgrades, new modules, and system development opportunities.

**Responsibilities: General**

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1. Line manager the B4 Patient Safety Administrator.
2. Work within trust policies, procedures and guidelines and where appropriate, assist with the development of these documents in line with changes to legislation or best practice.
3. Contribute to the Trust's Better Never Stops agenda and engage with the Care Quality Commission and other regulators to ensure that the organisation complies with existing and developing regulatory framework.

This is not an exhaustive list but intended as an example of work.

### **Revalidation and Registration**

It is the responsibility of all staff registered with a professional body to:

- Act within the Professional Bodies Code of Practice
- Maintain their own work profile to ensure revalidation standards are met and assist junior registered staff in achieving revalidation.
- Contribute and participate in the development of colleagues professional practice across the trust through leading ward and/or department projects and supporting training.
- Ensure optimum use is made of working time.

### **Equal Opportunities**

Our latest policy known as "Promoting Equality, Diversity and Human Rights" outlines the Trust's commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: <http://www.whittington.nhs.uk/default.asp?c=10505&q=equality> "

### **Infection control**



All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

### **Working patterns**

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

### **Health & Safety Policy**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

### **Safeguarding**

To comply with the Trust's Safeguarding Children and Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This will require you to:

- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.



- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

### **Data Protection**

This post has a confidential aspect. If you are required to obtain, process and/or use information in any format whether electronic or paper based, you should do so in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

### **Confidentiality**

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

### **Whittington Mission, Vision and Goals**

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

#### **Our mission**

Helping local people live longer, healthier lives.

#### **Our vision**

Provide safe, personal, co-ordinated care for the community we serve.

#### **Our goals**



We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.

- To secure the best possible health and wellbeing for all our community
- To integrate and coordinate care in person-centred teams
- To deliver consistent, high quality, safe services
- To support our patients and users in being active partners in their care
- To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
- To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population

### Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.

Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.



### Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.



**Security**

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

**No Smoking**

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

**Method of Payment**

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

**Probationary Period**

Employment at Whittington Health is offered subject to successful completion of a 6 month probationary period for all staff with the exception of GMC Registered Doctors.





## Person Specification

Post:	Patient Safety Manager	Grade:	6		
Department	Quality Governance	Candidate Name			Notes
Attribute		Essential	Desirable	How Assessed	
<b>Education / Qualifications</b>	• Degree/management qualification or equivalent experience		D	A	
	• Evidence of further professional development/professional qualification or equivalent experience.	E		A	
	• Professional qualification in risk management (e.g. Capsticks) or related equivalent experience	E		A	
<b>Skills &amp; Abilities</b>	• Ability to liaise with key personnel at all levels throughout the organisation	E		A/I	
	• Ability to work collaboratively across the diverse groups of staff	E		A/I	
	• Ability to build relationships of mutual trust with all staff groups especially with clinical and professional staff.	E		A/I	
	• Understanding of patient safety and risk management and the broader quality governance agenda	E		A/I	
	• Able to demonstrate sound judgement	E		I	

	<ul style="list-style-type: none"> <li>• Excellent verbal and written communications skills</li> <li>• Ability to influence people at all levels throughout an organisation in particular those with competing views/opinions or objectives.</li> <li>• Ability to understand complex clinical/organisational environments and to present complex sensitive or contentious information to large groups and communicate in a hostile environment, both internally and externally (conflict resolution skills).</li> <li>• Ability to write organisational strategies that meet strategic objectives of the organisation, to develop measurable work programs to achieve the strategic objectives.</li> <li>• Ability to turn strategy into operational delivery, operational frameworks and analyse outcomes.</li> <li>• Able to build sound working relationships with external agencies and organisations.</li> <li>• Proficient in the use of Word, Excel, and other databases</li> <li>• Good analytical skills.</li> </ul>	E		A/I	
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		E		A/I	
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	<ul style="list-style-type: none"> <li>• At least 2 years' experience of working</li> </ul>		D	A	

<p><b>Knowledge &amp; Experience</b></p>	<p>in a risk systems manager role, preferably in the NHS</p> <ul style="list-style-type: none"> <li>• Experience of configuring a database or other IT system</li> <li>• Demonstrable high-level experience of Datix system management.</li> <li>• Demonstrable experience of aggregated/thematic analysis at an organisational level.</li> <li>• Significant experience of risk management/quality assurance/ and quality improvement.</li> <li>• Clear understanding of how the NHS works including political climate, roles of the NHS and its organisational context.</li> <li>• Excellent working knowledge of Care Quality Commission (CQC), NRLS, and other external safety bodies</li> <li>• Experience of developing and implementing information systems to support organisational decision making and compliance.</li> <li>• Experience of reviewing systems and processes and identifying opportunities through reviews for efficiencies.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p></p> <p></p> <p>D</p> <p>D</p> <p></p> <p></p> <p></p> <p></p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>
<p><b>PERSONAL QUALITIES</b></p>	<ul style="list-style-type: none"> <li>• Team player, sensitive to organisational tensions</li> </ul>	<p>E</p>	<p></p>	<p>A/I</p>	<p></p>

	<ul style="list-style-type: none"> <li>• Passionate about improving safety and quality of healthcare</li> <li>• Ability to achieve change through others</li> <li>• Self-motivated and well organised</li> <li>• Performance orientated</li> <li>• Committed to equality of opportunity for patients and staff</li> </ul>	E		A/I	
		E		A/I	
		E		A	
		E		A/I	
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<b>Other</b>	<ul style="list-style-type: none"> <li>• Flexible approach to the working day.</li> <li>• Ability to work flexible across a multiple sited and multi-faceted organisation.</li> </ul>	E		I	
		E		A/I	

Completed by: .....

Date.....

Offer post Yes/ No

Comments.....

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