

Job Description

Job Title:	Patient Safety Incident Investigator
Base:	Great Western Hospital
Grade:	Band 8a
Reporting to:	Associate Director of Nursing - Insights and Learning

Our Values

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Service	We will put our patients first
Teamwork	We will work together
Ambition	We will aspire to provide the best service
Respect	We will act with integrity

The Patient Safety Incident Investigator will support the Associate Director of Nursing - Insights and Learning to provide Trust-wide oversight, assuring quality and effectiveness of all types of patient safety investigations as part of the Trust's annually agreed Patient Safety Incident Response Plan (PSIRP). This is required within the Patient Safety Incident Response Framework (PSIRF) which has been implemented in response the NHS Patient Safety Strategy (2019).

The Patient Safety Incident Investigator will undertake robust patient safety incident investigations by working with a range of internal and external stakeholders to investigate, analyse and use judgement through the collation of evidence and findings using the agreed methods within the Trust's PSIRP. The post holder will also assist healthcare professionals across the Trust to deliver safer care through an understanding of the effects of teamwork, tasks, equipment, workspace, culture and organisation on human behaviour and identify contributory factors when incidents occur and make recommendations for systemic improvements. The outcome will be the identification of systems learning from a patient safety event/incident that will then guide sustainable risk reduction and service improvement, ensuring that a Just and Learning Culture and Human Factors principles are maintained.

The Patient Safety Incident Investigator will support the Associate Director of Nursing – Insights and Learning, provide senior leadership to the wider Insights and Learning team.

The post holder will provide strategic leadership and oversight for training and awareness raising that on patient safety, human factors, and just and learning culture.

The post holder will be a highly visible, accessible, influential figure on whom staff, patients, families, and carers can rely, to ensure the fundamentals of patient safety are adopted and care is delivered effectively and efficiently.

The post holder will be designated Trust Patient Safety Specialist, sharing the responsibility with the other designated Patient Safety Specialist.

Main Responsibilities and Duties

- Work in collaboration with the Associate Director of Nursing - Insights and Learning to support with the implementation and sustainability of the NHS patient safety strategy within the organisation.
- Provide patient safety expertise/leadership within the organisation; demonstrating compassionate leadership, visibility and supporting the continued development of the patient safety culture.
- Work autonomously as an investigator and in conjunction with subject matter experts and clinical colleagues. Using recognised patient safety incident frameworks and tools encompassing principles of human factors and ergonomics, systems engineering, psychology and investigation best practice.
- To support others to lead investigations, providing support and input as required, nurturing and supporting the development of investigation skills in others.
- To set the scope and terms of reference for patient safety investigations or support other lead investigators to do so.
- To support investigation team members and to manage the effects of frequent exposure to difficult and distressing situations e.g., patient deaths, significant patient harm, vulnerable children and adults, bereaved families.
- Support patient safety improvement, ensuring that systems thinking, human factors understanding and just culture principles are embedded in patient safety processes.
- To ensure that all patient safety incident investigations (PSII) undertaken are logged on the Datix risk management system and all documents pertaining to them are saved to the relevant record.
- Provide and receive highly complex, sensitive and contentious information relating to patient safety incidents and present this information to teams and groups as appropriate.
- Promote patient safety insight as an approach that incorporates understanding all sources of patient safety intelligence, including from incidents, risk assessments, investigations, mortality and morbidity reviews, inquests, research, clinical audits, GIRFT reviews, positive experience, compliments and complaints, litigation, patient and staff surveys, in line with the measurement principles set out in the NHS Patient Safety Strategy.
- Offer expert guidance on patient safety investigation method and support subject matter experts in completion of safety investigations which do not meet PSII criteria.
- Support the patient safety and divisional teams in the development of SMART action plans to ensure learning is embedded and sustained into clinical practice working collaboratively with clinical and operational partners.
- To sensitively manage the expectations of key stakeholders in investigations and achieve a way forward when there are conflicting views in emotionally charged and difficult circumstances.
- To create psychologically safe environments when interacting with individuals or groups of people to maximise the effectiveness of learning and improvement arising from patient safety incident investigations.
- To undertake peer reviews and quality assurance audits of patient safety investigations.
- To visit clinical and non-clinical areas within multiple hospital sites to conduct observational activities of clinical and non-clinical practice and assess environmental aspects of day-to-day work
- Contribute to the development and improvement of systems learning approach and cultural changes associated with the introduction of the patient safety incident response framework and lead on allocated improvement and innovation projects.
- Support specialist colleagues in the delivery of safety improvement projects using QI method.
- To find innovative ways to share lessons learned and key insights for patient safety improvement

within the Trust.

- To support the development of Trust wide learning which supports the patient safety strategy.
- Work in collaboration with the Associate Director of Nursing - Insights and Learning to ensure the Trust is up to date with evidence-based thinking on patient safety and risk management and develops external links and relationships with the patient safety leads.
- The post holder must have excellent written and verbal communications and a high level of attention to detail, management of priorities and time management.
- To produce logical, well-written, accessible investigation reports with a high level of accuracy suitable for consumption by a diverse audience, including patients and families.
- Ensure that information governance is adhered to within the team, respond to Freedom of Information queries.
- Demonstrate an in-depth knowledge and understanding of the Never Event Framework and other National Frameworks and any future national documents coming out of NHS England and NHS Improvement
- Support the process to ensure that incidents which involve external partners (e.g. mental health trusts, local authorities, Public Health England) are managed effectively and that incidents relevant to external partner organisations are reported to the relevant organisation and stakeholders.

Patient Care

- Liaise with patients, service users, carers, victims and their families following a patient safety incident and throughout response processes, encouraging and supporting active, compassionate engagement. Liaise with the Trust nominated staff to provide seamless engagement.
- To seek and act on feedback from patients, families and staff involved in the investigation process.
- Undertake Duty of Candour in a timely and sensitive manner with patients and families and educate and support clinical colleagues in these conversations.

Responsibilities for People or Training

- Ensure that systems approach investigation is embedded across the Trust and provide training to staff as required.
- Support the implementation of the patient safety syllabus working with the HR/workforce/people directorate to make patient safety a core element of training for every member of staff in their organisation.
- Oversee patient safety training to ensure it is fit for purpose, current, role-appropriate and reflective of the needs of the organisation and in line with the National Patient Safety Syllabus.
- Promote good practice and understanding of the principles of patient safety throughout the organisation.
- Support divisional and organisational learning from safety and quality domains.
- Contribute directly to building incident investigation capacity and capability across the organisation, by overseeing the delivery of systems-based training programs.

Enabling patient and public involvement

- Lead/support the development of a patient involvement strategy in patient safety including the recruitment and collaborative working with patient safety partners in accordance with the Patient Safety Partner Framework
- To embed patient and public involvement within the organisation at all levels of patient safety decision making in accordance with the patient safety partner's framework.

Personnel and professional

- Recognise the links between systems that are safe for patients and systems that are safe for staff and work closely with those leading improvements to staff safety.

- Maintain professional requirements for registration (where appropriate), abiding by professional codes of conduct and ensuring ongoing continuous professional development.
- Support and influence senior colleagues in implementing clinical and operational decisions relating to safety improvement strategies.
- Explore and support new ways of working, transformation and other initiatives.
- Develop own and others knowledge and practice across professional and organisational boundaries.

Operational

- Responsible for developing and delivering patient safety policy, promoting innovation and supporting operational excellence.
- Monitor, interpret and quality assure progress against patient safety deliverables.
- Support the management of complex and cross-system investigations by promoting multi-agency working.
- Chair and/or attend key meetings in relation to patient safety.

Flexibility

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

Supplementary Information

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

Person Specification

Job Title:	Patient Safety Incident Investigator
Base:	Great Western Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
STAR Values	We will expect your values and behaviors to reflect the STAR Values of the organisation: Service - We will put our patients first Teamwork - We will work together Ambition - We will aspire to provide the best	
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to master's level (in a relevant discipline) or equivalent level, or equivalent experience of working at a senior level Post-graduate management, leadership or specialist qualification or previous experience Qualification in Patient Safety and incident investigation, including level 1 and level 2 National Patient or willingness to work towards safety training 	<ul style="list-style-type: none"> Qualification in NHS leadership Qualification In Human Factors Quality improvement qualification or previous experience. Post-graduate patient safety or human factors qualification, or willingness to work towards or previous experience Recognised management qualification at minimum of post graduate diploma level

Experience	<ul style="list-style-type: none">• Experience of investigating patient safety incidents within a large/complex organisation using systems learning approaches• Broad understanding of the NHS governance agendas• Experience in delivering improvement projects and change• Highly developed knowledge of patient safety and investigation.	<ul style="list-style-type: none">• Experience and knowledge of the components of quality governance, incident response, risk management and assurance function; current NHS national policies, standards, requirements and directions that relate to measuring and improving the quality and safety of patient care.
Knowledge and Skills	<ul style="list-style-type: none">• Excellent written and verbal communication skills• Able to communicate complex aspects of quality governance in a style that all staff can comprehend and implement• Negotiating and influencing skills• Ability to build and maintain effective working relationships with staff at all levels• Able to analyze situations and information to inform decisions.• Project and change management skills	<ul style="list-style-type: none">• Proven track record or wide scale quality improvements and or change management.• Experience of working in different sectors• Knowledge of research and innovation
	<ul style="list-style-type: none">• Competent IT skills – producing reports, spread sheets, presentations.• Able to effectively network and build strong partnership locally, regionally and nationally• Experience of multi-agency multi professional team working• Excellent written / report writing skills and writing/ reviewing incident reports	

Other Job-Related Requirements	<ul style="list-style-type: none">• Willing to work in other areas of the Trust or Trust-wide as and when required to do so• Flexible approach to work• Able to cope within diffuse, difficult, and stressful situations• Team player and able to motivate groups• Work under pressure to agreed deadlines• Able to cope with rapid and sustained change• Self motivate and able to use initiative	
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