

**JOB TITLE**  
**BAND**

**Deputy Patient Safety Manager**  
**6**

## Job Summary

- Investigate high level serious concerns, coroner's investigations, claims and medical negligence cases to ensure compliance with Regulations, Policy, and national guidance. These investigations will often be complex involving multidisciplinary teams and external Trusts and Health Boards.
- Provide guidance to the wider 'Patient Safety Concerns and Learning' Team on the development of complex investigations involving Trust systems.
- Provide expert knowledge on Trust information systems (including computer aided dispatch, Power BI, Report Manager, Datix Cymru, Business Intelligence modules) underpinned by experience to support the assessment, management, and investigation of concerns.
- Work as part of a corporate team working with staff across the Trust to facilitate the management and investigation of concerns (serious incidents, adverse incidents, complaints, coroner's investigations, claims and medical negligence cases).

## Responsible to

**Reporting: Patient Safety Manager**

**Accountable: Head of Patient Safety,  
Concerns and Learning**

**Professionally: Head of Patient Safety,  
Concerns and Learning**

## Responsibilities and Duties

### 1. Training and Leadership

- 1.1 Deliver guidance and education to staff within the Quality, Safety and Patient Experience Directorate in relation to accessing data held on Trust information systems.
- 1.2 Deliver training for staff to facilitate an understanding of the role of incidents and to promote a patient centred just culture within the Trust.
- 1.3 Supervise Trust Investigating Officers and other Trust managers when undertaking often complex Root Cause Analysis investigations.
- 1.4 Deliver the appropriate training and education to the wider patient safety Team to ensure resilience is built into the team.

- 1.5 Provision of timely induction for new staff and for staff nationally within the Trust, ensuring that they are able to access all appropriate data within the Trust's information systems in order to carry out their role effectively, efficiently and safely when investigating incidents.
- 1.6 Create a culture of openness, learning and improvement, ensuring that the shared vision, strategic aims, values, and culture of the Trust are actively promoted and lived across the service.
- 1.7 Demonstrate Trust Values in line with its purpose, vision and behaviors to all staff, stakeholders, and members of the public.
- 1.8 Lead on the management of the Trust's incident handling process, ensuring investigations meet quality standards in relation to timeliness and quality, and improve patient experience.
- 1.9 Develop and maintain a quality driven working philosophy consistent with the Trust's aims and objectives, ensuring that the learning from concerns is aligned with the Trust's Quality Improvement activities, processes, and priorities.
- 1.10 Providing leadership in relation to incidents, ensuring that all services are patient focussed, providing high quality, safe patient care.
- 1.11 Providing leadership for the Trust on the management of investigations. This will include the patient safety team including the Patient Safety & Concerns Officers nationally, Heads of Operations, Locality Managers and Operational Team Leaders.

## **2. Planning and Design**

- 2.1 Develop training packages in relation to proactive and reactive patient safety and management of incidents and then deliver these to staff.
- 2.2 Assist in the development and provision of training for Adverse Incidents both on induction and refresher training, Serious Adverse Incidents (SAI's) including Root Cause Analysis training and Putting Things Right Regulations.
- 2.3 Contribute to and support the Directorate's Local Delivery Plans (LDP) and work with the Head of Patient Safety, Concerns and Learning and Patient Safety Managers to develop and agree the required level of information required by the operational teams.
- 2.4 Actively seek opportunities to utilise the views and contributions of stakeholders when developing action and improvement plans in response to change, whether as a result of Trust or national strategy and development.

## **3. Communications**

- 3.1 Give presentations or training to groups of staff around the investigation process.
- 3.2 Communicate with patients, relatives and carers highly emotive, sensitive, and potentially litigious information regarding care and systems failures which resulted in, or contributed to, serious patient harm or death
- 3.3 Provide and receive highly complex, sensitive, or contentious information ensuring that all Information Governance policies are adhered to.
- 3.4 Required to deal sensitively with staff, patients and/or their relatives as part of managing concerns within the Putting Things Right framework. This will frequently involve exposure to distressing information within emotional circumstances. Reassurance, empathy and expert negotiating and communication skills maybe required to deal with highly complex, highly sensitive and sometimes contentious issues which may be challenged by staff, patients and/or relatives.

- 3.5 Use tact and diplomacy when investigating and interviewing internal and external stakeholders about a situation which could potentially become hostile and antagonistic resulting from systems failures.
- 3.6 To deal equitably, honestly, and emotively with patients, their families, staff and other stakeholders.
- 3.7 Ensure compliance with Being Open guidance and Duty of Candour requirements.
- 3.8 Communicate effectively when supervising other trust managers who are undertaking investigations to ensure team approach is adopted.
- 3.9 Liaise closely with healthcare professionals and other staff from external bodies to develop a culture of openness and learning.
- 3.10 Liaise with partner organisations, including Health Boards, NHS Trusts, Community Health Councils, GP practices, other government organisations, voluntary sector organisations and service users, about Concerns and patient experience issues.
- 3.11 Represent the Trust at regional and national meetings, working groups and meetings external to the organisation as appropriate, to ensure that the views and requirements of the Trust are included in wider information exchange and policy decisions with regard to investigations.
- 3.12 Ensure learning from patient safety investigations are communicated to appropriate Directorates to support learning taking place.
- 3.13 Provide practical and emotional support to staff when concerns are raised with them or relate to patients that they have attended.
- 3.14 Develop and maintain professional working relationships with key stakeholders in Health Board Areas and other external organisations

#### **4. Improvement and Monitoring**

- 4.1 Lead the implementation of the All Wales mortality reviews framework in the Trust (learning from deaths), working with the Medical Examiner Service and system partners.
- 4.2 Operate in a matrix style of working providing consistency and resilience across the whole PTR team.
- 4.3 Ensure the Trust implements sound investigation practices.
- 4.4 Maintain up-to-date knowledge of current policies and procedures.
- 4.5 Contribute to external assessments and ensure that information gained through all aspects of the role is incorporated into plans and strategies to influence changes and make improvements to services.
- 4.6 Through effective supervision of other Trust Managers undertaking investigations, ensure where necessary the appropriate training is provided to maximise the effectiveness of the team.
- 4.7 Instilling an organisational culture that supports an environment of providing high quality patient care and positive patient experience.

#### **5. Digital and Information**

- 5.1 Responsibility for the maintenance of records in relation to incidents on the Trusts electronic reporting systems.
- 5.2 Undertake frequent audit of patient safety data.

- 5.3 Continually seek to improve the effectiveness of the service so that resources are optimised to their greatest effect, this will be achieved by undertaking in depth themes and trends analysis from patient safety.
- 5.4 Provide briefing reports for incidents in order to ascertain if an incident needs to be escalated to the Senior management team as a serious adverse incident. These briefings will often be shared with the Executive Management Team.
- 5.5 Accurately transcribe call recordings, statements, and interviews.
- 5.6 Review and handle highly sensitive, contentious, or upsetting information when discussing or relaying complaints information to patients, carers and / or staff.
- 5.7 Offer guidance to Health Board investigation around the Trust information systems

## **6. Concerns and Incidents**

- 6.1 Take the lead in investigating the Serious Adverse Incidents, where necessary delegating tasks to other managers to ensure the root cause / system factors of an incident are identified
- 6.2 Undertake thematic reviews of patient safety data to identify safety improvement actions internally and system wide.
- 6.3 Interview staff in relation to concerns.
- 6.4 Identify learning from investigations, then support necessary directorates in implementing change in practice to evidence the appropriate learning.
- 6.5 Identify the key issues of the complaint or concern and communicate these to Senior managers.
- 6.6 To ensure incidents are investigated thoroughly and to a high standard and to provide training and support for staff at both operational and senior management levels.
- 6.7 Provide professional advice, guidance and support to managers and staff at all levels within the organisation in relation to reporting, investigating, and learning from incidents.
- 6.8 Promote incident reporting, by establishing and maintaining good working relationships and cooperation of others.
- 6.9 To assist the Head of Patient Safety, Concerns and Learning and Patient Safety Managers in the management of serious patient safety incidents, ensuring that such incidents are escalated to appropriate Senior Managers within the Trust and reported to external bodies in line with policy requirements.
- 6.10 Where appropriate, conduct, or act as team member in investigations.
- 6.11 Identify serious complaints/incidents with possible competency or safeguarding issues and bring these to the attention of senior managers.

## **7. Quality**

- 7.1 Lead on the quality assurance of investigation reports and ensure they are conducted in a transparent, timely manner and that the recommendations produced are appropriate to service improvements.
- 7.2 Lead multidisciplinary team working with both internal and external stakeholders in sharing best practice, learning and trends and themes.

- 7.3 Supporting the operational teams and providing expert advice and guidance to assist them in the management of patient safety within their local health board areas.

## **8. Autonomy**

- 8.1 Provide specialist knowledge across a range of work procedures and practices underpinned by theoretical knowledge and experience
- 8.2 Manage own workload, working autonomously in line with relevant Trust Policies (Putting Things Right Policies and Procedures)
- 8.3 Make decisions and act upon these without referring to line manager.
- 8.4 Use own discretion to speak to Health Boards, Public Service Ombudsman of Wales (PSOW).

## **PERSON SPECIFICATION**

### **Qualifications and Knowledge**

#### **Essential**

- Educated to Post Graduate Diploma (or equivalent experience)
- Minimum BTEC level 5 in Complaint's Handling and Investigations (or equivalent experience)

#### **Desirable**

- Knowledge and understanding of information systems
- Working towards appropriate Masters level education

### **Experience**

#### **Essential**

- Specialist knowledge of 'Putting Things Right'
- Knowledge and experience of using NHS information systems (including Datix Cymru, Power BI).
- Substantial experience in dealing with patients and the public
- Knowledge and understanding of quality improvement methodology
- Experience of developing systems to support service delivery
- Development and implementation of policies and procedures
- Ability to design and present evidence for internal and external reports

#### **Desirable**

- Experience of leading RCA and concerns investigations

- Patient safety qualification.

## Skills and Attributes

### Essential

- Excellent communication and ability to work effectively and co-operatively
- Standard keyboard skills.
- Well developed leadership, influencing skills and demonstrate professional credibility
- Ability to analyse and solve complex problems
- Commitment to developing culture of openness and partnership
- Commitment to improving quality of patient care
- Creative thinker
- Evidence of integrity, objectivity and fairness
- Able to learn from experience and adapt to changes and new challenges

### Desirable

- Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh

## Other

### Essential

- Satisfactory Enhanced DBS clearance