

Health Innovation East Midlands

Local change, national impact

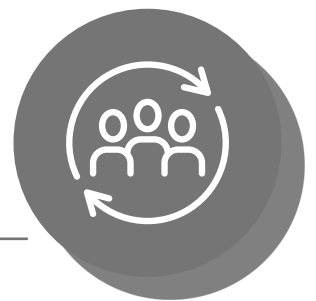
Induction guide to being a patient safety partner

March 2025





What is a Patient Safety Partner (PSP)?



The role of a Patient Safety Partner (PSP) was introduced in 2021 by NHS England as part of its National Patient Safety Strategy. This includes a framework for involving patients in patient safety, stating that every trust in England must have at least two patients, carers or other lay people who can support and contribute to a healthcare organisation's governance and management processes for patient safety.

What does that mean for you?

Your role will be to bridge the gap between NHS Boards, staff, and the public. You will ensure that the NHS prioritises the safety requirements of patients, maximising the things that go right and minimising the things that go wrong. Your role will help design safer healthcare, gather insights from local people and communities, and challenge the NHS to ensure they learn and change how they work to improve the health and wellbeing of our local people.

How to find your purpose

While specific goals will be outlined for you in this role, it's essential to find something you're passionate about and that brings you fulfillment. As a Patient Safety Partner, there are many areas to explore, and your mentor should support you in discovering those opportunities.

Support mechanisms

You should be provided with the necessary equipment, permits (e.g. parking), access to systems (e.g. emails), and clear (documented) expectations of both you and the organisation. The Trust should also try hard to accommodate your individual needs - e.g. learning and cognitive styles, disabilities, your other commitments, and crucially, your health.

The evolution of PSPs



In the beginning you may feel a bit lost in the role of Patient Safety Partner, this is a common feeling so don't worry. No question is silly, meetings may seem confusing, and how everything links together may not become clear straight away, but that is okay. As long as you feel supported and you continue to try and understand, positives will begin to emerge, and change can slowly happen.

YOUR MENTOR

Name:

Contact Details:

Reaching out to other patient safety partners

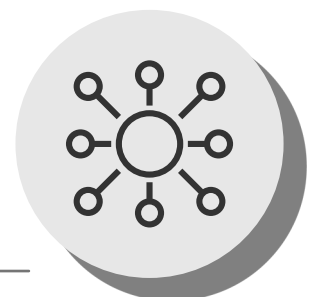
There are many PSPs in your area and across the East Midlands, some of whom will be working on similar tasks. Don't hesitate to reach out if you'd like to discuss your work. If you're unsure who the other PSPs in your area are, ask your mentor—they can connect you. Building these relationships will enhance your understanding of the role and provide valuable insights from different perspectives. There is also a national Patient Safety Partner Network which your mentor will also be able to introduce you to.

Acronym buster



Acronyms in the NHS are abundant and confusing. A good place to start or to refer to when hearing acronyms as part of your role would be the NHS Confed website: www.nhsconfed.org/publications/acronym-buster

NHS structure



The NHS structure and how each organisation works together can be difficult to navigate, so the King's Fund has put together a useful video to explain how they all fit together. Please find the video on their website at www.kingsfund.org.uk/insight-and-analysis/animations/how-does-nhs-england-work



Or scan the QR code >>