# Appendix 4: Patient safety partner agreement

This patient safety partner (PSP) agreement describes the arrangement between *[name of organisation]* and you. We would like to assure you we appreciate your involvement with us and will do the best we can to make your PSP experience with us enjoyable and rewarding.

Your role as a PSP is ............................... and starts on ...............................

This PSP role is designed to **have a positive impact on patient safety that makes a difference to patients, staff and the work of the NHS.**

**We will support you in the role**

* We will provide induction and training, and ongoing development and training revalidation, appropriate to the responsibilities of this role.
* We will provide management and support and a named person who will meet you regularly to discuss your role and any successes and problems.
* We will explain the standards we expect for our services and encourage and support you to achieve and maintain them.
* We will reimburse expenses and offer involvement payment in accordance with *[name of reimbursement policy]*. An expenses form is in the PSP pack. Please keep all your receipts to give to us when you claim expenses.
* We will provide adequate insurance cover for you while carrying out PSP involvement roles approved and authorised by us.
* We will try to resolve fairly any problems, complaints and difficulties you may have while you work with us. In the event of an unresolved problem, we will offer an opportunity to discuss this in accordance with the procedures set out in the PSP pack.

**Your commitment to meet the organisation’s needs**

* You will perform your PSP role to the best of your ability.
* You will follow the organisation’s procedures and standards, including equality and diversity in relation to staff, patients and other PSPs.
* You will maintain the confidential information of the organisation and of its patients/residents in accordance with GDPR and data protection.
* You will aim to meet the time commitments and standards that have been mutually agreed and give reasonable notice so other arrangements can be made when this is not possible.
* You will provide two referees as agreed who may be contacted, and you will agree to a Disclosure and Barring Service (DBS) check where necessary.

**Our interaction with you**

* We will treat you with respect and value your contribution.
* Communication will be open and honest and build trust and confidence. We will respond in a timely manner if you contact us.
* We will ensure that you are treated fairly and with respect in accordance with our *[name of equality and diversity policy]*, a copy of which is in the PSP pack.

**Maintaining your own safety and the safety of others**

* We take your safety seriously and provide adequate training and feedback in accordance with our *[name of health and safety policy]*, a copy of which is in the PSP pack; however, you also have a responsibility for your own safety and the safety of others while working as a PSP.
* We will allow you time for a break and refreshments; however, you must tell us when you need a break since your working patterns may not be closely monitored by us.
* Tell us if something concerns you or if you need support or information and we will do our best to provide this.

*This agreement is binding in honour only. It is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.*