

Patient Safety Partners Guide

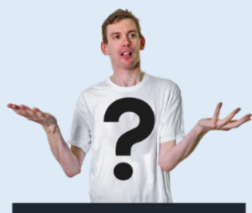


What's inside?



Introduction

[Page 3](#)



Who is this guide for?

[Page 6](#)



How the NHS can support patients to get more involved in their care and safety

[Page 10](#)



How Patient Safety Partners make NHS organisations safer

[Page 18](#)



What can Patient Safety Partners do?

[Page 23](#)



The best ways to involve Patient Safety Partners

[Page 30](#)



Introduction



What is a Patient Safety Partner?

A **Patient Safety Partner** is someone who works with the **NHS** to make care safer for patients.



This guide explains how important it is for the **NHS**



that **patients and carers** are involved in making **patient care safer**



To start this work a **national Patient Safety Plan** was written in **2019**. about how the **NHS** can



The **plan** said how the **NHS** would make **care safer** for all **patients**



Part of this **plan** said how the **NHS** would:

- get **patients** more **involved** in their **own safety**



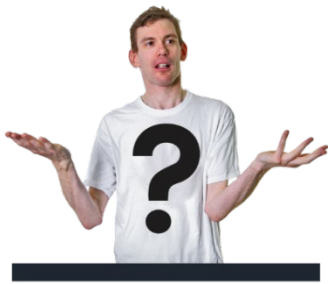
- make **patients safer** by working together with **NHS workers**



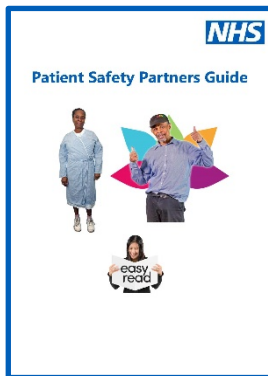
- make sure **more of the right things happen** for patients



- make sure **less of the wrong things happen** for patients.



Who is this guide for?



This **Patient Safety Partner Guide** is for:

- all **NHS** organisations



- **NHS workers** who **plan** and **pay** for services.



- **primary care services** such as **GP surgeries**



- **community services** such as **day centres**



Patient Safety Partners will bring **new ways** for the **NHS** to work with **patients** such as:



- **NHS organisations** getting patients more involved in making **big changes**



- **NHS workers** and patients being **open** with each other.



NHS organisations need to work out when they are ready to work with **Patient Safety Partners**.



Making sure patients and carers can keep themselves safe



It is important that **NHS workers** get **support** so they can support **patients** and **carers** can keep themselves safe.



Some patients may not **feel confident** about getting involved in their **own safety**.



Patients should not **feel under pressure** to get involved in their **own safety**.



All patients should be treated with **respect**.



How the NHS can support patients to get more involved in their care and safety

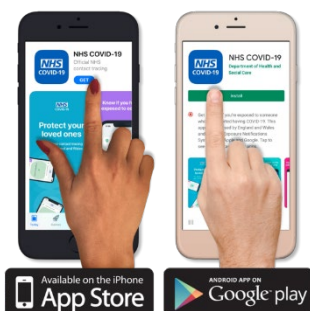


- Give patients more **information** that **explains** how to **ask NHS workers** about their **care** and **safety** such as:

- **leaflets**



- **videos**



- **apps**



- **Get patients** to ask **more questions** about their **care**



- **Meet** with **patients** to make sure they:



- check their **own symptoms**



- understand their **medicines** and **treatments**



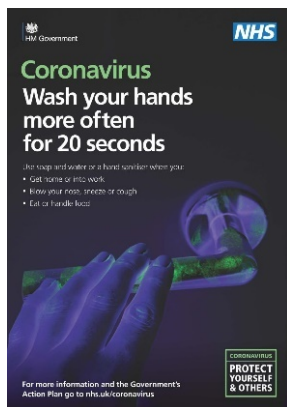
- follow up on their **test results**



- follow up on their **appointments**



- make the **right choices** about their **care**.



- **Run different campaigns** such as getting **more people to check** that everyone in a hospital is **washing their hands** after seeing each patient.



- **Notice** when things **are not right**



- **Report** any **problems**:



- by making a **complaint**



- by telling **NHS workers** so that they can **report it online**.



It is **important** that:



- patients have **information** that is **easy to understand**



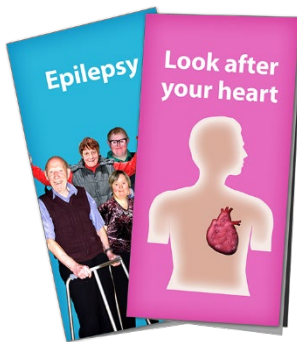
- patients get **information** that **supports** them to make the **right choices** about their **care**



- **information** is **explained** to a patient by a **healthcare professional** in a way that the **patient understands**



- patients **feel safe to talk** about their **needs**



- patients can **get more information** if they need it



- patients get **training** about getting **involved** in their **own safety**

For example taking their **own medicine**.



- patients get **training** or **support** to use **equipment** if they need it

For example doing a **Diabetes Test**.



- patients are told about **support networks** or **local advocacy services**.



NHS workers need to **understand** that **some patients**:



- **may not want to get involved** in their own safety



- **may just want** to trust that the **NHS** is giving them **the best care**.



The **illness** or **condition** of a patient could affect how much they **get involved**.



How Patient Safety Partners can make NHS organisations safer



NHS organisations are asked to work with **Patient Safety Partners**.

Patient Safety Partners can make **care safer** for **patients** by:



- becoming members of **groups** that are in charge of **safety** and **quality**



- taking part in **NHS projects** about making **patient safety better**



- going on **patient safety training**



- taking part in **groups** that run **NHS organisations**.



The **NHS** works with **Patient Safety Partners** because:

- they have used **different NHS services** and understand how the **services work**



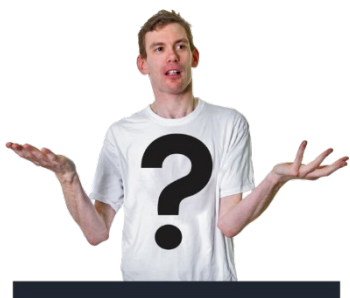
- they could have **ideas** about **better patient safety**



- they have a **different view** of **services** from **NHS workers**.



Anyone can **apply** to be a **Patient Safety Partner** as long as they **do not work** for the **NHS**.



What are the benefits of Patient Safety Partners?



- They make the **NHS** more **open** and truthful.



- They **support** the **NHS** to understand the **patient experience** better



- They **support** the **NHS** to understand **what matters** to patients.



- They **support** the **NHS** to find out **what makes** patients **feel unsafe**.



- They **support** the **NHS** to decide **what should be done first** to make services safer



- They **support** the **NHS** to **write** an **action plan** that looks at the **safety needs** of patients



- They **support** the **NHS** to make **information** that is **easy** for patients to **understand**.



What can Patient Safety Partners do?



- **Patient Safety Partners** can take part in **interviews** and find out how much **candidates understand** about **patient safety**.



- They can make sure candidates understand **equality issues** so that **patient safety** is **fair** for everyone



- **Patient Safety Partners** can help to choose who will be **interviewed** for some **NHS** jobs



- **Patient Safety Partners** can help to write **interview questions**



- and can sit on **interview panels**.



- ask **NHS workers** what makes the organisation safe for patients



- **Patient Safety Partners** can support patients, families and **carers** to:



- **get involved** in their own safety



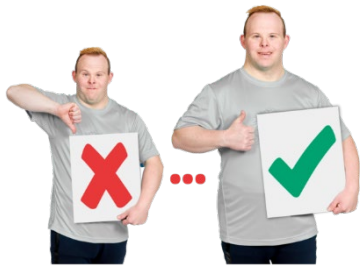
- **report problems**



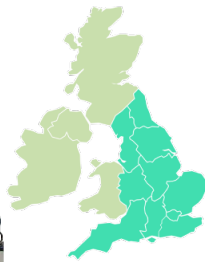
- look into **how services are run**



- learn **new things** about **patient care**



- help to make **services safer**.



Patient Safety Partners can help to make the **NHS** safer **nationally** and in **local areas**



Working with Patient Safety Partners is a new way of working for many **NHS workers**.



So **NHS workers** will need **training** and **support** to get patients **more involved in**:

- their **own safety**
- the **safety** of the organisation
- how the **organisation is run**.



Training will help **NHS workers** to understand how they can:

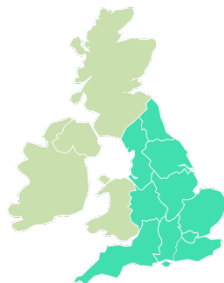
- **work closely** with patients



- **listen** to patients who **speak up**.



Patient involvement is very important to the **NHS**.



It will **take time** to get more **Patient Safety Partners** to work with **NHS organisations** across **England**.



Some **NHS organisations** have already **done a lot** of work with **Patient Safety Partners**.



Other **NHS organisations** are **planning** what they need **to do next**.



The **NHS Patient Safety Plan** says that:



- by **June 2022** there should be **2 Patient Safety Partners** at every **NHS** organisations



- by **June 2023** all **Patient Safety Partners** should get the training they need.



The best ways to involve Patient Safety Partners

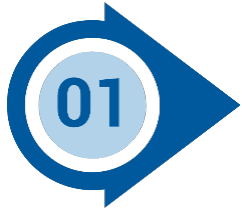


These **standards** explain how **Patient Safety Partners** should:

- work with **NHS workers**



- work with **NHS organisations** to make them **safer**.



Standard 1

Ask everyone to work with their Patient Safety Partners



An **NHS organisation** should tell **NHS** workers that it wants to work with **Patient Safety Partners**.



Standard 2

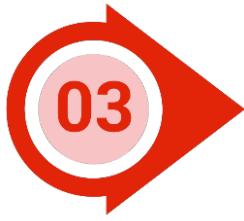
Work out how to find and support Patient Safety Partners



Patient Safety Partners do not have a job contract.



The **NHS** organisation and the **Patient Safety Partner** should **agree** what they need to do.



Standard 3

Get more local people to be
Patient Safety Partners



Patient Safety Partners should
look like the **people** in the **local**
area.



Standard 4

The work of Patient Safety Partners



The work that **Patient Safety Partners** do should:



- **support** and **value** what the **NHS** organisation is **trying to do**



- follow the **ideas** in this guide.



Standard 5 Safeguarding Patient Safety Partners



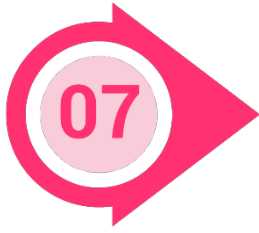
NHS organisations should make sure **Patient Safety Partners** are **safe from any type of harm** when they do their work.



Standard 6 Find new Patient Safety Partners



NHS organisations should make sure it is **fair** how all **new Patient Safety Partners** are **chosen**.

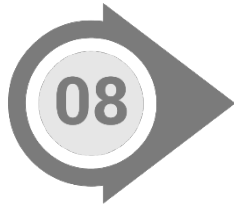


Standard 7

Welcoming and training new Patient Safety Partners



All new **Patient Safety Partners** will be **welcomed** to the **NHS** organisation in the same way as other **NHS workers**.

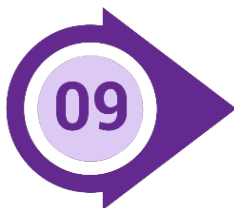


Standard 8

Support for Patient Safety Partners



NHS organisations should give **Patient Safety Partners** the **support** they need.



Standard 9

Value Patient Safety Partners for the work they do



NHS organisations should value the work that **Patient Safety Partners** do.

Get in touch



Email:

patientsafety.enquiries@nhs.net

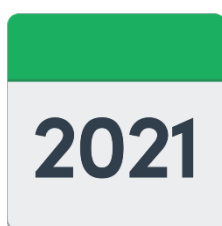
NHS England and NHS Improvement



Write to:

**NHS England and NHS
Improvement**

Skipton House
80 London Road
London SE1 6LH



This Easy Read document was
written in **July 2021**.

