

Role Description

Quality Improvement Partners will be the people who help Leeds Teaching Hospitals become the best place for Patient Care. Can you help us make that happen?

We are starting a new initiative to involve the public in our projects where we review services to make them work better for patients, public and carers. We want people who can be an equal member of the team, working alongside nurses, healthcare professionals and doctors. **We need people who can say ‘this is all great, but what about the patient?’**

Quality Improvement Partners Role

Quality Improvement Partners bring an essential third party perspective to improvement projects and will be a key member of the team. Partners are able to draw on their experience and the training we will provide, to make a meaningful difference to patient care. Their independence allows them to raise questions and see things differently, noticing things that may not be visible to professionals. They will be required to bring their unique perspective, supported by knowledge of quality improvement, to ensure that the interests and needs of patients are at the heart of the change.

To be a partner, you do not need to have been a patient at our hospitals – we are looking for people with empathy who can put themselves in our patients’ shoes and represent their interests.

What is Quality Improvement?

There are many different ways to define quality improvement but we like to explain it as the unending efforts of everyone involved in delivering NHS services, working alongside service users, to improve patients’ health outcomes, improve systems, and ensure continuous learning.

Becoming a QI Partner

The QI Partner is a unique and exciting role. It gives the NHS the opportunity to tap into a vast wealth of personal and professional skills and experiences of people from Leeds and beyond.

To get the best from our QI Partners we ask you to commit a minimum of four hours per month, to be willing to prepare in advance for QI sessions so that we can achieve our goals. The personal qualities we look for in our Partners include:

- Good listening skills
- Ability to decipher a range of complex information
- Empathy skills – ability to see things from both organisational and patient perspectives
- Collaborative and able to consider and respect the views of others
- Good judgement and the ability to make evidence-based decisions
- Confidence in your own abilities and those of others on the team
- Champion the needs of patients

For example, you may be asked to join the Falls collaborative to review the data we have showing the number of patient falls there have been on wards. You would review the evidence of what can reduce falls as well as listen to professionals' proposals for reducing falls further across the hospital. You will be expected to think about whether solutions proposed are practical from a patient's perspective as well as putting forth your own ideas, for discussion.

QI Partners will take part in an emerging scheme and support its continued success. Different levels of input will be required at different parts in this process. In return for offering your valuable time and support we will offer a range of opportunities for personal development including;

- Mentorship
- QI training; Leeds is at the forefront of QI nationally and is the only Hospital Trust to receive a grant to pursue this work.
- Improved critical thinking;
- Confidence in public speaking;
- Enhanced interpersonal skills;
- Learning about how the NHS works
- Working as a member of a multi-disciplinary team.

It will be a rewarding initiative for all who participate and will achieve something important to us all - making Leeds Teaching Hospitals the best place for patient care.