

## **Leeds Teaching Hospitals Partner Role Description**

**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 expanding our initiative to involve the public in our projects where we review services to make them work better for patients, carers and the public. This is a unique opportunity to be truly involved in our work in three areas; Quality Improvement (QI), Patient Safety, and Leeds Improvement Method (LIM). We are seeking people who can be an equal member of the team, working alongside nurses, healthcare professionals and doctors. **We need people who will say ‘this is all great, but how can we make things even better for the patient?’** and who are able to consider this from the perspective of different patient groups and communities.

### **Leeds Hospitals Partners Role**

Leeds Hospitals’ Partners bring an essential third party perspective to improvement and safety projects, and will be a key member of the team. Partners can 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 public perspective, supported by knowledge of quality improvement, Leeds Improvement Methodology and Patient Safety training, to ensure that the interests and needs of patients are at the heart of the changes they help make.

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. You also do not need to have had training or experience in the areas we have opportunities in , we will teach you this. If you have had previous training, we will ask you to use the methods you learn with us to inform the work that you will do.

### **What are: *Quality Improvement, Patient Safety, Leeds Improvement Method?***

There are many different ways to define these 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, reduce risk of harm and ensure continuous learning. This is achieved by applying tried and tested methods to achieve results.

### **Becoming a Partner**

The Partner roles are unique in that you will be involved at the heart of decision making. They give 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 this relationship we ask you to commit a minimum of four hours per month and to be willing to prepare in advance for sessions so that we can achieve our goals. The personal qualities we look for in our Partners include:

- Champion the needs of patients
- 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

The opportunities we have are in three areas, we anticipate that you would support one area but you would participate in other areas as your interest and time allows. Here are some examples of the type of work that may be involved

Quality Improvement	Leeds Improvement Methodology	Patient Safety
<p>You may suggest a questionnaire of patient's experience of e-consultations. You could devise the questions to be asked, receive the completed questionnaires and analyse the results. You would then present your findings to the group for discussion about how we improve the experience of patients based on the results.</p>	<p>You could audit with a member of staff the reasons recorded on the system why an operating list started late and the reasons observed in the ward for the same list. You would compare the results and report these back to a team of nurses, surgeons, operating department practitioners and managers. You would suggest changes to how we capture reasons and support implement action.</p>	<p>You would be asked to review alongside members of staff how we have investigated incidents where patients came to harm in our hospitals. You would contribute your thoughts about where we could strengthen our investigative approach or the words we use to respond to patients and their families.</p>

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.

Partners will take part in emerging schemes and support their 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.
- **Leeds Improvement Methodology Training;** we are one of only five hospitals in the country to be partnered with Virginia Mason Institute in America to learn this method of working
- 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.

**Patient Safety Incident Response Framework;** we are a pilot site for the new NHS Incident response framework. This is an opportunity to influence practice on a national level with regards to NHS patient safety investigation. 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.

If you have any questions regarding the role do not hesitate to contact:

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