



QUALITY GOVERNANCE AND SAFETY ADVISOR

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Quality Governance and Safety Advisor
Band	6
Directorate	Chief Nurse
Accountable to	Head of Clinical Governance
DBS Required?	Yes

JOB OVERVIEW

The Quality Governance and Safety Advisor is a member of the Quality Governance Team and working collaboratively across disciplines, the post holder will lead on all aspects of quality governance including incident investigations, as delegated by the Quality Governance Officer, to facilitate learning and improvements in clinical practice and safety to reduce risk.

The role will incorporate the promotion of a positive learning environment where changes are established and embedded to improve patient safety, experience and outcomes. An open learning culture will be fostered which will ensure that both lessons are learnt and appropriate action is taken in response to mistakes and service failures as well as learning from excellent practice and contributing to the dissemination of this.

The post holder will support the Quality Governance and Safety Officer and the Clinical Governance Leads for the Division to ensure that all areas of quality governance and safety including clinical incidents, serious clinical incidents and the wider Trust Clinical Governance and Quality Improvement agenda are addressed and actioned.

The post holder will be required to ensure investigations are investigated in accordance with Trust and National procedures (where applicable). The post holder will be required to ensure appropriate linkage of such investigations to complaints and HMC investigations (where applicable).

The post holder will be responsible for ensuring any lessons to be learned as a consequence of the investigation are identified and shared with the relevant key stakeholders.

The post holder will work alongside clinical specialists to ensure that appropriate clinical advice is sought and provided to investigations and other quality governance and safety processes.

The post holder will support the clinical and/or operational teams at the debrief for staff and/or patients/family following the completion of an investigation. The post holder will provide advice and guidance on Trust wide policies relevant to patient safety investigations.

The post holder will be required to liaise with a number of external stakeholders including; HM Coroner and their officers, Commissioners, HSE and police (non exhaustive list) in addition to internal stakeholders including the Legal Services Team, Human Resources, Patient Experience Team, Quality Team and Medical Director's department as appropriate.

The post holder will support the Quality Governance and Safety Officer, Human Factors Specialist and Patient Safety Specialist Officer in training Trust staff on investigation practice and on relevant Trust policies and procedures.

The post holder will assist in the processes that ensure the department and the Trust achieves statutory standards such as the Care Quality Commission and other regulatory requirements

Key Relationships

- Head of Clinical Governance
- Divisional Quality Governance Team
- Divisional Leadership Team
- Patient Safety Team
- Human Factors Specialist
- Patient Safety Specialist Officer
- Corporate Nursing Team
- Lead Nurse for Education
- Safeguarding team
- Tissue Viability Team
- Falls Practitioner
- Clinical and non-clinical directors,
- Health and Safety
- Risk
- Patient Experience
- Legal Services Teams

KEY DUTIES AND RESPONSIBILITIES

The post holder will work under the direction of the Quality Governance and Safety Officer and will deputise for them when required to do so and will lead on delegated areas of responsibility. Working with and under the delegation of the Quality Governance Officer and the post holder will:

- Provide advice and support to the Divisions and others on all issues relating to quality governance and patient safety.
- Plan and undertake investigations into clinical incidents of varying nature and complexity in line with agreed investigation timeframes and protocols as set out in relevant Trust policies and procedures or best practice.
- Maintain confidentiality and discretion in carrying out all the duties of the post.
- Use own initiative, sound judgment and experience to support appropriate decisions in accordance with the vision and values of the Trust.
- Ensure the Trust's Policy and Procedure for the Reporting and management of incidents including the most Serious Incidents Requiring Investigation is implemented across the Trust, including compliance with Duty of Candour.
- Ensure procedures are followed throughout the Trust that will enable the Trust standards for incident management to be achieved and maintained.
- Liaise with appropriate Quality Governance Officer and senior managers and or Executive Directors to ensure a co-ordinated approach to investigations involving a serious clinical incident.
- Work with the other members of the Quality Governance and Safety teams (as appropriate) to produce the final investigation report and proposed action plan for a clinical incident, in conjunction with the relevant clinical operational department/Division.
- Use all appropriate investigation tools and techniques to investigate incidents in accordance with any local and national standard for investigations.
- Support the Quality Governance Officer in analysing trends in serious clinical incidents advising the Head of Clinical Governance, and Divisional Management Team of issues of note or concern.
- Support the Quality Governance Officer to ensure dissemination of lessons learned and remedial actions required to all key stakeholders.
- Provide, seek or facilitate the provision of clinical advice in relation to investigations involving clinical incidents.
- Work in conjunction with the Divisional Management Teams and Divisional Clinical Governance Leads when investigating patient safety incidents, including the identification and implementation of action plans and control measures to prevent incident reoccurrence.
- Support with events, training and education, across the hospital to ensure the Being Open policy and Duty of Candour is implemented and staff are aware of the process to follow to promote and develop an open, just and fair culture where staff report adverse incidents in a timely manner.

- Maintain a high standard of record for each investigation and produce appropriate and timely reports in respect of investigations into clinical incidents.
- Support the Quality Governance Officer to monitor and record action plans on the Datix Incident Management System to ensure accurate and timely review.
- Support the Quality Governance Officer to maintain electronic records relating to progress of incident investigations.
- Maintain an up-to-date working knowledge of investigation best practice, relevant legislation and regulatory guidance. Disseminate any relevant changes to practice or procedure as appropriate.
- Utilise Human Factors and Ergonomics focussed tools and techniques and to support investigation teams to apply them and capture learning/insights for investigations.
- Ensure all communication with patients, relatives and carers are open, honest and that investigations are transparent and independent.
- Participate in personal professional development programmes, taking every opportunity to develop new knowledge and acquire new skills to ensure that personal knowledge, awareness and attitude to clinical governance is continually updated and reflects leading edge, evidence based practice.
- In collaboration with the Quality Governance Officer, Patient Safety Specialist Officer, Human Factors Specialist and Clinical Governance Leads to support the development of clinical and organisational audit within the service area to continually evaluate the effectiveness of the services provided against established research.
- Support the Quality Governance Officer in relation to ensuring the Trust responds to CAS alerts and that these are addressed at Divisional level
- Working with colleagues to ensure that all Trust policies are appropriately disseminated within the Divisions, ensuring a robust system for the review, dissemination and archiving of local policies and provide leadership and guidance to the Divisional staff on the development of new policies.
- Ensure that a range of papers, reports and action plans are produced within agreed timescales to inform the work of the Divisional Clinical Governance team and the Divisional Management Team meetings.
- Support the Head of Clinical Governance and wider team in the delivery of the Trust's patient safety strategy in relation to patient safety as required.
- Support and actively engage with the provision of information in relation to quality governance and patient safety for CQC and other regulatory activity.
- Understand the Trust's plans to achieve and monitor the right NHS IG culture, across the Organisation and with its business partners and to take visible steps to support and participate in that plan
- To ensure that staff understand the importance of effective information governance via direct work with the Division and by the development and delivery of appropriate education and training
- To understand the Trust's policies on the use of information and the management of information risk
- Collate responses and distribute patient safety alert notices

- Use negotiation skills to communicate sensitive, contentious information to groups of staff where there are barriers to understanding or an unwillingness to cooperate
- Challenge in a positive manner current working practices when appropriate and promote a culture of continuous improvement.
- Acknowledge any limitations of competence and seek instruction in the area concerned



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Educated to Degree level or equivalent experience • Evidence of Continuing Development 	<ul style="list-style-type: none"> • Human Factors/ergonomic training

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Evidence of previous role where attention to detail was key • Evidence of experience of producing high quality reports • Evidence of achievement of challenging deadlines whilst maintaining quality and professional standards. • Previous experience dealing with incidents / complaints process, • Experience of working in a complex changing environment and the ability to prioritise • Knowledge of patient safety framework as implemented within the NHS • Understanding and knowledge of the quality standards applicable to the NHS (eg: CQC / commissioner requirements) 	<ul style="list-style-type: none"> • Evidence of ability to present information to others in groups • Experience of investigation tools and techniques • Human factors experience or knowledge • Knowledge of current approaches to incident management • Have an awareness and knowledge of legislation and standards relating to health & safety, security, complaints, claims and incidents

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent written skills to produce formal, informal and technical documents/material to meet delivery needs • Ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them. • Evidence of good understanding of information analysis, techniques and tools and the ability to present concepts clearly • Excellent inter-personal and communication skills and good listening skills. • Enthusiasm, ability to work independently and within a team • The ability to establish effective working relationships and credibility with senior managers and professionals. • The ability to work under pressure, prioritise workload and meet tight timescales. • Strong sense of commitment to openness, honesty and integrity. 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE AND CYBER SECURITY

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)