



INCIDENT LEAD

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
- Salary sacrifice schemes for home electronics and bikes
- 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
- Partnering Ambitious Caring Trusted
- 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 | Incident Lead |
| Band | 7 |
| Directorate | Women & Children's |
| Accountable to | Quality Governance Lead |
| DBS Required? | Yes- Enhanced |

JOB OVERVIEW

- The post holder will support the Quality Governance Lead to implement the quality governance and patient safety framework across the Trust.
- The post holder will operate across the Trust to provide a range of specialist advice, support and training to all levels of staff (including Managers and Clinicians) within the organisation and outside on matters associated with quality governance/patient safety.
- The post holder will ensure that all effective systems are in place to identify, report, analyse and support the management of incidents and mortality and to foster a just culture where staff feel supported, learn from incidents and are willing to report both incidents and near misses.
- The post holder will coordinate the management of incident reports, maintain Datix, support with learning from death reviews, assist the Assistant Director of Nursing, Quality Governance to fulfil the Trust's obligation on reporting of incidents.

ORGANISATIONAL POSITION



8. SCOPE AND RANGE

- To be responsible to the Quality Governance Lead for the effective development and implementation of the Quality Governance Framework including patient safety across the Trust.
- To meet the strategic objectives, values, and vision of the Trust.
- To support the Director of Midwifery and Quality Governance team with the management and integration of quality governance and patient safety within the everyday business of the Trust.
- Provide support for Quality Governance Advisors and Facilitators.
- To actively support the clinical teams and corporate services in learning from incidents, deaths and complaints.
- Providing support and taking the lead in Serious Incident investigations in accordance with policy.
- To provide reports to committees and managers as required.
- To provide cover in the absence of the Risk Manager for Children's services

9. KEY RESPONSIBILITIES

9.1 Key Risk Management Tasks

- To contribute to the identification, detection, management, learning and prevention from and of clinical incidents. To provide support and advice on matters relating to quality governance and patient safety, across the Trust.
- To advise Directors, Managers, Clinicians, staff and, as appropriate, patients on patient safety issues as they affect the Trust.
- Advise and assist the Divisions in relation to the requirements of the national Serious Incident Framework and the Trust's related Clinical Incident Policy
- To support in creating reports as required within the specified reporting framework including the regular analysis of trends and patterns arising from adverse incident reports, learning from deaths and complaints and to advise the Divisions and Governance/Safety Committees of improvement solutions.
- To provide specialist advice to staff and management on individual quality and patient safety issues requiring a Clinical Risk/Patient Safety opinion.
- To promote risk assessments as an integral part of strategic planning and operational delivery and be a resource for the Divisions for the assessment and management of clinical risk.
- To ensure close liaison with clinical and corporate governance and risk, and to contribute to the corporate governance planning and reporting processes.
- Ensure that national developments in quality governance and patient safety are anticipated, responded to and integrated in an appropriate way.
- Provide a link between the Trust and Commissioners for incident reporting/quality governance within the NHS to NHS concerns system.

- To ensure a close working relationship with colleagues in Complaints, Legal Services and Claims, PALs and Clinical Audit to analyse and reduce risk raised through these issues.
- To provide cover in the absence of the Risk Management Lead for Children's Services.

Key Incident Management Tasks

- Complete Serious Incident Investigations in line with the Clinical Incident Policy or provide appropriate support to the designated Investigating Officer.
- To report SIs as required by regulation and policy, including providing the required 72-hour update.
- To lead on complaints and ensure liaison with the Divisions to provide responses within the target timeframes.
- Ward Manager liaison and support at Datix Meetings.
- To respond to Child Death Overview Panel (CDOP) notifications and provide support at multiagency meetings.
- To respond to Sudden Unexpected Deaths In Childhood (SUDIC) notifications and provide support at multiagency meetings.
- Report incidents within the designated timeframes to STEIS.
- Provide support in reviewing cases at meetings for Avoiding Term Admissions into Neonatal Unit (ATAIN).
- Attendance and participation at Audit meetings.
- Provide updates to the Specialty risk for the Risk Register.
- MVP liaison.
- Attend and participate in Maternity Transformation Programme Meetings.
- To support the service areas in the investigation of clinical incidents to minimise litigation and ensure improvements in practice are identified and actioned, contributing to the action planning when necessary and monitoring compliance to, and closure of, such action plans.
- To ensure effective systems for reporting clinical incidents and near misses are in place. Ensuring the Trust's participation in uploading to National Reporting systems.
- To support the Divisions in providing relevant feedback within the Governance structures and other methods in relation to learning from Serious incidents, Divisional investigations and other incidents.
- To ensure the immediate notification of any incidents that require immediate intervention is in place and relevant action is taken.
- To ensure all external stakeholders are informed of reportable incidents.
- To advise the Litigation Manager on all incidents that may have, or could develop, legal implications.
- As an expert practitioner in investigation techniques, to support service areas in applying robust methods to the review of all "significant" clinical incidents.
- To ensure that an open, reporting and learning culture exists for staff to report incidents and near misses and any remedial action taken to prevent further recurrence.
- Monitor and support the implementation of the Duty of Candour Policy.
- Support with HSIB Liaison.
- Support with facilitating family meetings.
- Attend Executive Rapid Review meetings.
- Liaise and work collaboratively with the bereavement team to undertake timely and robust processes underpinning the PMRT within the recommended timescales.
- Clinical presence and attendance at Safety Huddles to update and advise on Incidents.
- Facilitate learning through attendance at Mandatory Study days.

9.3 Key Education Tasks

- Direct, deliver and evaluate the provision of educational activities to support quality governance and patient safety supporting existing initiatives and disseminating good practice includes induction and junior doctor's training.
- Develop educational material to promote quality governance and patient safety.
- Co-ordinate the issue of local learning notices and other material to staff.
- Through external education activities and networks to keep the Trust information up to date with regional and national developments.
- Represent the Trust through local networks and report back on new initiatives.

10. PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

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

- participate in 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; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting, and the creation of a personal development plan in line with the KSF outline for the post.

11. SYSTEMS AND EQUIPMENT

- The post holder is required to be competent in the use of various computer software packages including Microsoft Office (Word, Excel, PowerPoint). This includes input analysis, report generation and information presentation.
- Requires knowledge and competency required to contribute to the design and operational management of Incident Reporting System including its software e.g. Datix. This includes security, coding, data capture, data storage and data analysis.

12. DECISIONS, JUDGEMENTS AND FREEDOM TO ACT

- The post holder reports to and is accountable to the Head of Patient Safety but operates with a significant degree of autonomy and discretion, managing their own workload, immediate priorities, and diary schedule within a framework of agreed objectives.
- The postholder will be expected to manage their workload and work flexibly to meet changing operational requirements requiring immediate attention and to make decisions about incident management and policy development across the Trust.
- The post holder will make judgments on what they recommend being included in policies, annual reports and external self-assessment reports on behalf of the organization.

13. COMMUNICATION

- The post holder will require highly developed communication skills to establish and sustain productive working relationships especially in the context of highly sensitive, complex, hostile or threatening situations. The communication frequently involves various forms of contact such as direct verbal discussion, disseminating information electronically and delivering formal training to a variety of staff groups. These groups will vary from small multi-disciplinary teams to large groups.

- Liaise with a wide range of people in their role including staff at all levels of the organisation, including Executive Directors, other Trusts, patients and their families and Police and Coroner's Officers.
- Present written and verbal reports when required to the Trust Committees and Management teams throughout the organisation in relation to patient safety.
- Manage highly complex and sensitive communications in emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes. Such situations will include contentious situations such as presenting national guidance to staff requiring implementation and dealing with staff and patients following serious untoward incidents.

14. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- Manage workload and priorities within an unpredictable work pattern to urgent or immediate demands.
- Deal with distressed/stressed staff, patients and families during the investigation of adverse incidents or Coroner's /Police Investigations.
- Maintain standards of personal conduct and managing relationships to sustain high trust necessary for the development of a safety culture within organisation.
- The job requires the post holder to work highly concentrated for extended periods of time (e.g. 3-4 hours) and that demands a high level of attention and accuracy.
- The post holder may occasionally encounter descriptions in the review of serious incidents that may be perceived to be distressing or be indirectly exposed to emotionally difficult circumstances.
- To travel regularly between RSH and PRH sites to ensure effective management of patient safety issues and for attendance at meetings.
- To work flexibly as appropriate in order to meet critical short term and long-term deadlines. There are regular interruptions with complex and non-routine enquires which will often require an immediate response. This can mean that the post holder must attend any department within the Trust at either site at very short notice.



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"> • Experience working in a Governance and Assurance Role within a clinical setting. • Educated to Degree/Diploma level or similar relevant experience. | <ul style="list-style-type: none"> • Project Management Experience. • Degree level qualification or equivalent level of knowledge and experience. • Registered health care professional: RGN/Midwife. |

EXPERIENCE AND KNOWLEDGE

| ESSENTIAL | DESIRABLE |
|--|---|
| <ul style="list-style-type: none"> • Well organised and methodical in all aspects of work • Experience in quality improvement planning and processes. • Excellent planning and concentration skills • Adopts a systematic approach to problem solving using varied sources of information. • Ability to receive, analyse, interpret, and present complex or contentious information. • Highly developed interpersonal skills, including confidence and motivation to work at individual and team level. • Good understanding and application of quality improvement process and programmes. • Ability to make judgements relating to complex quality information. • Able to present complex or contentious information to large groups. • Excellent organisation and time management skills with an ability to prioritise and get things done, working unsupervised. • Working knowledge of Microsoft Office including word and excel, able to format and present documents in a consistent | <ul style="list-style-type: none"> • Working knowledge of hospital and community services administration systems. • Experience in completing complaints/serious incident investigations. • Undertake Investigation Training • Understanding of commissioning process in health care environment. • Experience of operating in a politically sensitive environment. |

manner.

- Able to proofread documents for spelling and grammatical errors.
- Excellent IT Skills.
- Able to secure the co-operation of colleagues at all levels, identifying areas for collaborative working that benefits the needs of the Division and Corporate Colleagues
- Proactive approach to role, with ability to innovate and generate new ideas.
- Excellent Influencing and negotiating skills.
- Emotional resilience in relation to subject matter.
- Proactive approach to role, with ability to innovate and generate new ideas.
- Able to concentrate on specific project work for long periods of time.
- Experience in a similar governance role within the NHS or other large public sector organisation.
- Demonstrable experience of effectively engaging with stakeholders to achieve quality improvements results and to required deadlines.
- Demonstrable experience of interpreting and analysing National guidance and associated clinical quality improvement programmes.
- Demonstrable experience of writing and/or monitoring delivery of reports on quality improvement and of supporting the quality improvement process.
- Demonstrable experience of producing accurate plans and performance reports which inform and influence target audience.
- Experience of working with and interpreting data.
- Experience of working under pressure to tight deadlines.
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SKILLS

| ESSENTIAL | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> • Excellent communication skills – written and verbal. • Ability to communicate effectively at all levels of the organisation. • Ability to produce and deliver presentations and teaching sessions. • Ability to analyse information and suggest actions. • Excellent communication skills and ability to be responsive • Flexible, highly motivated, and supportive of others. • Ability to develop excellent working relationships with all staff. • Takes personal responsibility for the introduction and management of processes supporting service development. • Able to support and lead on projects for the Divisions. • Supports other members in their development of their skills in relation to projects within the Divisions. • Able to support to provide and guidance. • Demonstrate problem solving and decision-making skills. | |

OTHER

| ESSENTIAL | DESIRABLE |
|--|-----------|
| <ul style="list-style-type: none"> • Ability to work across all sites of the service. | |

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

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.

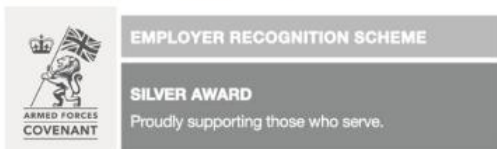
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

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.





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