



Our PLACE
to be proud of...

Patient Led Assessments of the Care Environment (PLACE)

Expressions of Interest Form 2019

This form is in respect of recruiting assessors for the PLACE assessment program that is being conducted across Mid and South Essex Hospitals Group. Upon receipt of this form, we will acknowledge it and provide further details about the assessments, once the dates are confirmed.

See overleaf for more details

Please complete the details below and be assured this information will be protected with strictest of confidence.

Name:

Address:

Email:

Telephone number:

Emergency contact (Please provide their name and phone number):

Please tell us about any special assistance you may require on the day (eg mobility assistance):

Please tell us if you have any special dietary requirements:

Preferred Site/Time (please ✓ your preference - timings are approximate):

Site	AM (09:00 to 14:00)	PM (14:00 to 18:30)	AM & PM
Broomfield Hospital			
Basildon Hospital			
Southend Hospital			
St Peters Hospital (Maldon)			
Braintree Community Hospital			

Strictly Private & Confidential

Questions and Answers for Interested Assessors

<p>What is PLACE?</p>	<p>Patient Led Assessments of the Care Environment (PLACE) is an annual self-assessment of the patients' environment and non-clinical support services against common guidelines across the NHS. It is recognised that hospitals vary in age and design however this assessment helps NHS Trusts understand how well they are meeting the needs of their patients and identify where improvements can be made.</p>
<p>What will the assessment Cover?</p>	<p>All patient environmental and other related non-clinical support services including:</p> <ul style="list-style-type: none"> • How clean the environments are • The condition of the building, fixtures and fittings (inside and outside) • How well the building meets the needs of patients, i.e. car parks and signage • The quality and availability of food and drinks • How well the environment protects patients privacy and dignity • How the environment meets the needs for patients with Dementia or with physical disabilities.
<p>What does it mean to be an assessor?</p>	<p>The role of an assessor is an important one. We need people that can be objective and unbiased and do not allow themselves to be influenced. It involves making a clear commitment to quality and to viewing the hospital environment from a patients' perspective.</p>
<p>Do I need any previous experience?</p>	<p>Clinical Representatives No, however it would be useful if you have been in post for at least 1 year</p> <p>Patient Representatives No, however it would be useful if you have previously attended a hospital as a patient.</p>
<p>What if I used to work at the Trust?</p>	<p>You cannot act as a patient assessor if you have left the organisation within the last 2 years</p>
<p>What knowledge and skills do I need?</p>	<p>You will need the ability to understand simple guidance, have a common sense, unbiased and practical approach. You will need to be able to communicate clearly with patients and team members, listen actively, encourage people to talk, participate in discussions and contribute to a brief summary statement of what you see.</p>
<p>Does it matter if I have a disability?</p>	<p>No, we would encourage anyone to participate. However, the assessment days can be long and very challenging. You need to be aware that the day can be extremely demanding – both mentally and physically.</p>
<p>Is there any training?</p>	<p>Yes. All assessors will be required to complete a group training session prior to the assessment, regardless if they have undertaken an assessment previously. The training session will provide all assessors with an understanding of the PLACE programme, scoring methodology and how the assessments will be undertaken on the day.</p>
<p>How do I register my interest?</p>	<p>Contact Angel Shires, on 01245 516414 or ext 6414 or via email angel.shires@meht.nhs.uk</p>