15 Steps

Patient/Carer 15 Steps Reviewer

**Role Description**

**Introduction**

Leicestershire Partnership NHS Trust (LPT) believes that patients can be influential partners in driving, delivering and supporting change and providing us with helpful feedback. Actively listening to the expertise and lived experience of our patients, their carers and families will enable us to deliver high quality healthcare services.

The 15 step challenge was originated by a mother who said “***I can tell what kind of care my daughter is going to get within 15 steps of walking on to every new ward***.”

As a15 steps reviewer first impressions count, and you will be at the forefront of our services and identifying what good care looks, feels, sounds and smells like across the wards and services provide by LPT. The role is also to identify good areas of care which inspires confidence and share thoughts on how things may be improved.

**What does a ‘15 Steps Patient/Carer Reviewer do?**

* Help staff, service users and others to work together to identify improvements that can be made to enhance the service user experience. It is a collaborative process, and the 15 steps team will include both staff and service user representatives.
* Visiting different NHS areas and experiencing the first 15 steps, and public areas on different wards.
* Provide a way of understanding service users’ first impressions more clearly and how these impacts on their initial experiences of care.
* Support sharing of good practice.
* A Patient/Carer Reviewer would have completed the 15 Steps training and willing to develop their understanding as well as committed to improving the NHS and its services.

**Who can get involved?**

* You do not need any formal qualifications – just a lived experience, as either a patient or carer of services provided by LPT.
* You will need to be able to provide constructive feedback to improve services.

**Why become a 15 steps reviewer?**

* To strategically influence and improve services provided by the Trust
* Ensure that the views of patients, their carers and families are represented at a first glance and ensure the ‘patient voice’ is heard
* Work together to build high standards and quality care in our services
* Enhance openness, transparency and accountability

**What can the Trust offer you?**

* Personal development vis the 15 Steps training
* Provide structured support to enable you to be successful in your role
* Support to develop your critical viewpoint, feedback and communication skills to target service improvement specifically at ward level to make meaningful contributions.
* Listen to you and respond
* Honesty and transparency when we are unable to meet deadlines
* Payment for reasonable travel and other out of pocket expenses, as well as rewarding you with high street vouchers (this is pro rata and no more than £50 per year).
* Assurance that all Trust staff are supported and equipped to work effectively with you as a 15 steps reviewer
* Sign up to become a Trust Involvement Network member, receive a monthly Patient Experience and Involvement Newsletter, well-being and various training and development opportunities.

**What do you need to become ’15 Steps Patient/Carer Reviewer?**

* You do not need any formal qualifications – just a lived experience, as either a patient or carer of services provided by LPT, and who is able to provide constructive feedback to improve services.
* Individuals are required to commit to being an assessor for 1 year, with you completing 1 15 step review every 3 -6 months, there will be a review after 1 year and a chance to extend to 2 years.
	+ You will be assigned a ‘buddy’ on every visit you attend, this person will be a staff member and your point of contact and support during the visit.
	+ Training will be provided prior to undertaking any visits, and shadow opportunities are available.
* Pre-meets will take place prior to visits, the visits should last no longer than an hour and feedback should be given verbally to staff member on site. Notes will be taken and shared in formal feedback
* The Trust must be able to contact you by telephone, post or email.

**How to apply:**

If you would like to become a ‘15 Steps Patient/Carer Reviewer’ please complete the Expression of Interest form included with this information pack.

Please send your completed form to: **FREEPOST LPT Patient Experience**

Or you can email it to: LPT.Patient.Experience@nhs.net

We are always looking for 15 steps reviewers and so there is no deadline for submitting expression of interest forms as we offer 4 15 steps training sessions per year

We will be in touch to inform you of the outcome of your expression of interest.

We are also holding an **informal discussion** if you would like to find out more on **Thursday 26th October 11am – 12pm** via MS Teams, please let us know if you would like to attend and we can send you the link.

**Expression of Interest Form (EOI) to become a ‘15 Steps Patient/Carer Reviewer’**

|  |  |
| --- | --- |
| SURNAME: |  |
| FORENAME(S): |  |
| TELEPHONE: | DAY: | EVENING: |
| EMAIL ADDRESS: |  |
| How do you prefer to be contacted: |
| The Trust is committed to providing equal opportunities for all. If you have a disability, health problem or English is not your first language, please give details below of any services / support that you would like the Trust to provide in order for you to become involved: |

|  |
| --- |
| What knowledge and skills do you bring to help and support you in the role of ’15 Steps Patient/Carer Reviewer? |
|  |
| Please explain in no more than 200 words what you would like to get out of the role of ’15 Steps Patient/Carer Reviewer’?  |
|  |

We deliver a wide range of services from various locations across Leicester, Leicestershire and Rutland and you will need to be able to travel to these locations to carry out a 15 Steps review, and visits can take place in the morning, or afternoons. You can find out more about the services we offer via the following link: <https://www.leicspart.nhs.uk/services/>

Please mark below the venues you would be able to travel to:

|  |  |  |
| --- | --- | --- |
| Yes  | No | Venue and location  |
|  |  | **Bradgate Mental Health Unit** Glenfield Hospital, Groby Road, Leicester LE3 9EJ |
|  |  | **Bennion Centre, Beacon Unit, Herschal Prins,** Glenfield Hospital, Groby Road, Leicester LE3 9DZ |
|  |  | **Agnes Unit,** ward/pod areas, 400 Anstey Lane, Leicester LE7 7GL |
|  |  | **Loughborough Hospital** Hospital Way, Loughborough LE11 5JY |
|  |  | **Hinckley & Bosworth Community Hospital,** Ashby Road, Hinckley LE10 3DA |
|  |  | **Coalville Hospital** Broom Leys Road, Coalville LE67 4DE |
|  |  | **St Luke’s Hospital** Leicester Road, Market Harborough LE16 7BN |
|  |  | **Stewart House - Mill Lodge** The Rise, Leicester LE19 4SL |
|  |  | **Melton Hospital** Thorpe Road, Melton Mowbray LE13 1SJ |
|  |  | **The Evington Centre** Gwendolen Road, Leicester LE5 4QG |
|  |  | **The Willows** 1 Cordelia Close, Leicester LE5 0LE |
|  |  | **Rutland Memorial Hospital,** Cold Overton Road, Oakham, LE15 6NT |

I certify, to the best of my knowledge, that the information provided on this Expression of Interest form is correct.

Signed: ………………………………………………… Date: …………………………………….

Print Name: ………………………………………………………………………..