**chrome**

Patient Led Assessments of the Care Environment

PLACE – Patient/Carer Assessor

Start date: September 2024 with training taking place in August.

**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.

Those with a lived experience of LPT services will work alongside Trust staff as a team member of the Patient Led Assessments of the Care Environment (PLACE). The main purpose of PLACE is to provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced.

Our Patient assessors will work with the members of the PLACE team as equal partners to strive to embed a culture of inclusion, engagement, and collaboration where everyone feels valued and recognised.

**What does a PLACE ‘Patient/Carer Assessor’ do?**

* Supports the PLACE team in their capacity as an expert with lived experience, this is a collaborative process, and the PLACE team will include both staff and service user/carer representatives.
* Visiting different NHS areas, for example going into hospitals to assess how the environment supports the provision of clinical care, assessing things such as the environment, quality of food, condition of buildings etc. You can advise us of venues you are able to assess on the expression form.
* Willing and able to read and review different materials and input into discussions, patient assessors will be supported to develop their skills and confidence so they can contribute to discussions in a critical but positive way.
* A Patient/Carer Assessor would have completed the PLACE training and willing to develop their understanding as well as committed to improving the NHS and its services.

**Who can get involved?**

Assessment teams are a collaboration between staff and patient assessors, with Patient Assessors making up at least 50 per cent of the assessment team. Anyone who uses the service can be a Patient Assessor, including

* current patients and members of the Involvement Network
* family and visitors
* carers
* patient advocates
* You will need to be able to provide constructive feedback to improve services.

**Why become a Patient Assessor?**

* To ensure the Trust is striving to embed a culture of inclusion, engagement, and collaboration where everyone feels valued and recognised.
* Ensure that the views of patients, their carers and families are represented within the PLACE assessment and the ‘patient voice’ is heard.
* Work together to build a culture and environment where patient needs come first.
* Enhance openness, transparency and accountability.

**What can the Trust offer you?**

* Personal development via PLACE training – August 2024
* Provide structured support to enable you to be successful in your role.
* Support to develop your leadership, influencing and decision-making skills specifically at strategic level to make meaningful contributions.
* Provide individual support in the form of a coach / mentor.
* Listen to you and respond.
* Honesty and transparency when we are unable to meet deadlines.
* Up to £50 (pro rata) thank you in vouchers per person for your involvement across all visits undertake, and travel expenses.
* Assurance that all Trust staff are supported and equipped to work effectively with you as a Patient Assessor.
* Sign up to the Trusts Involvement Network, where you will have access to additional training, involvement opportunities, health and wellbeing offer and a monthly newsletter.

**What do you need to become a Patient/Carer Assessor?**

* 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 the role for a minimum of 1 year, with a start date September 2024, with training planned for August 2024. We will then review this process after the initial 12 months, and there could be an option to extend for a further year.
  + 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.
* PLACE takes place over a 6-week period in September/October every year, we must submit scores by a deadline (not agreed yet). Therefore, you would need to be available over these weeks.
* The Trust must be able to contact you by telephone, post or email.

**How to apply:**

If you would like to become a Patient Assessor, 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](mailto:lpt.patient.experience@nhs.net)

The deadline for sending us your Expression of Interest is **Monday 15th July 2024**

We will be in touch to inform you of the outcome of your expression of interest. We will review all expression of interests made and invite those that best fulfil our criteria along with an informal discussion to find out more about the role.

We will also be holding an informal information session for anyone wanting to find out further details or to ask any questions, this will be online via MS Teams, **May 24th 1-2pm** - please contact us if you would like to attend.

**Expression of Interest Form (EOI) to become a**

**PLACE Patient/Carer Assessor**

|  |  |  |
| --- | --- | --- |
| 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 for you to become involved: | | |

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

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 PLACE assessment. Visits tend to take place over a morning ending with food tasting over lunch, or late afternoon ending with food tasting over supper. 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, and the visit times you are able to attend:

|  |  |  |
| --- | --- | --- |
| 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 |
|  |  | **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 |
|  |  | **Hinckley & Bosworth Community Hospital,** Ashby Road, Hinckley, LE10 3DA |

|  |  |  |
| --- | --- | --- |
| Visits available | Yes | No |
| morning ending with food tasting over lunch |  |  |
| late afternoon ending with food tasting over supper |  |  |

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

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

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