

## Quality Assurance Reviewer

**Location:** Inpatient Wards

**Hours of volunteering:** Monday-Friday Core Hours 09:30 – 17:00 (Flexible)

**Minimum age:** Minimum age of 18 years

**Please note:** A Disclosure and Barring Service Check (DBS) check is required for this role

**Purpose of role:** To assist the Trust's internal quality assurance process by supporting patient focused self-assessments of the CQC Fundamentals of Care regulations [<https://www.cqc.org.uk/about-us/fundamental-standards>]. This will involve visiting inpatients to gain opinions on the care and treatment they receive at Royal Papworth Hospital.

### **Key Tasks and Responsibilities:**

- Attend a pre-meeting (virtual or face to face) with Trust staff acting as peer reviewers to discuss and agree focus of review.
- Become familiar with the details of the specific CQC fundamental standard under review.
- Visit and meet with inpatients to gain their feedback using a pre-defined script.
- Meet with peer reviewers post review, on the day.
- Write a summary of findings with support from lead reviewer to draw upon as evidence.
- Attend a post-meeting (virtual or face to face) to review report drafted by lead reviewer and agree a rating of compliance.
- Attend the Fundamentals of Care Board meeting to listen to discussion on the visit/report/rating [optional].

### **Useful skills and experience:**

- Excellent communication skills.
- Able to work independently and as part of a team.
- Confident in approach to patients.
- Have a kind and helpful nature.
- Polite and well mannered.
- Patience and understanding.
- Physically fit as the role may involve a degree of walking.
- Ability to deal sensitively with those people who may be tense or anxious.
- Comfortable in a hospital environment.
- To recognise the need for confidentiality.

**Training & Development:**

- To attend mandatory training and regular mandatory updates as determined by Royal Papworth Hospital Foundation Trust.
- Specific training / shadowing experience as required for the role.
- Local induction to the ward, clinic or department.
- E learning - mandatory training and refreshers as required.

**AGREEMENT**

**I have read and understood the Volunteer Services Policy. I agree to adhere to all Trust policies and protocols associated with my volunteer placement.**

If you have any queries or concerns please contact the Patient Advice and Liaison Service (PALS) prior to signing this role description.

**Name:**

**Signature:**

**Date:**

**For more information about this role, please contact:**

Royal Papworth Hospital Patient Advice and Liaison (PALS) Team

Telephone: 01223 638896 / 01223 638963

Email: [papworth.volunteers@nhs.net](mailto:papworth.volunteers@nhs.net)