

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