

FREQUENTLY ASKED QUESTIONS

WHAT DO I GAIN?

As a reviewer you have the opportunity to work collaboratively with others, to support organisations in improving the quality of their services. You can be influential to the overall learning and development of those involved at all stages of the West Midlands Quality Review Service (WMQRS) programmes, as well as informing those with operational and strategic roles in planning, commissioning and managing services. It allows you to learn from the 'inside' about good practice and how services operate.

WHO CAN BE A REVIEWER?

Lay reviewers need to have some knowledge and understanding of how the NHS works and some knowledge and understanding of health services. You must also be interested in helping NHS organisations to improve their services.

As for all our reviewers, you need to have the ability to commit to and work as an equal member of the review team.

As part of the selection process we would require you to complete a reviewer application form. Once we have received this we will contact you to arrange a phone interview with you.

All lay reviewers do need to have a current health or social-care related DBS or be risk-assessed by WMQRS prior to undertaking a review.

WHAT DO VISITS ENTAIL?

We visit NHS organisations across the West Midlands including, Shropshire, Herefordshire and Worcestershire. We take groups of professionals and lay people (peers) and review the organisations evidence against agreed standards. As part of these visits we also meet with a wide range of staff, managers and service users. We will not ask you to review a service that is in the same area where you live, but apart from that you can choose which visits you are interested in joining.

HOW WILL I KNOW WHAT TO DO?

We will ask you to attend a training session. Once you have undertaken the training we contact you to see if you would like to undertake a visit. We will also guide you on the visit so that you know what to do. All reviewers (professional and lay) are a little nervous initially but most reviewers enjoy the experience.

WILL IT COST ME ANYTHING?

It does require time from you, but, we pay travel via public transport or car mileage and subsistence costs. Refreshments and lunch are provided during the day.

WHAT SUPPORT IS AVAILABE TO ME?

The WMQRS team are more than happy for you to contact us at anytime for information, advice and support. Guidance and support will also be available throughout review visits from WMQRS staff.

WMQRS will, wherever possible, ensure that two user representatives are present at any review to provide mutual support.

WHAT TIME COMMITMENT IS THERE?

In addition to the training time, reviews are normally one to three days and we would prefer the same reviewers for all the days if at all possible. There is a little preparatory work but this is not more than an hour or two and the same amount of time will be needed to check the report after the visit. The days are quite long with us starting at 8.30am and finishing around 5.00pm.

WHO CAN I CONTACT FOR MORE INFORMATION?

Please contact:

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