Dear Volunteer

I am contacting you on behalf of CSH Surrey as you have expressed an interest in our Patient Led Assessment of the Care Environment (PLACE) Programme. We will be carrying out assessments at Walton and Woking Community Hospitals during November 2019, and I wonder if you would be interested in joining our team as a patient assessor.

This is a voluntary role, which will involve attendance for one day, between 9.30am and 3.30pm, at either:

* **Tuesday 5th November** – Woking Community Hospital, Heathside Rd, Woking GU22 7HS, or
* **Monday 11th November** – Walton Community Hospital, Rodney Rd, Walton-on-Thames KT12 3LD

Lunch and refreshments will be provided and travel/parking costs will be reimbursed.

PLACE is an annual assessment programme which looks at the quality of our environments and identifies areas for improvement, including:

* how clean the environments are
* the condition – inside and outside – of the building(s), fixtures and fittings
* how well the building meets the needs of those who use it, for example through signs and car parking facilities
* the quality and availability of food and drinks
* how well the environment protects people’s privacy and dignity
* how well the environment supports people with dementia
* how well the environment supports people with a disability.

As a patient assessor you will be part of an assessment team. Each team will be formed of at last 50% patient assessors, and they will be joined by assessors from CSH Surrey and our contractors who provide cleaning and food services at the hospital. Training and support will be provided on the day, and I have attached a copy of the guidance for patient assessors, and a sample of one of the assessment forms, to give an idea of the type of questions that will be asked.

I would be grateful if you would respond by email (carol.gibson7@nhs.net) or contact me by telephone (07970 277685) if you are able to participate in this year’s PLACE programme. I’ll be happy to discuss further with you and answer any questions you may have. Once we have confirmed our teams I will contact participants again with more details.

When responding please indicate:

* Which date/location you are able to attend.
* Any dietary needs or food allergies.
* Whether you require any help with mobility or are concerned about standing for any length of time, so that we can provide seating in the different areas being assessed.

Thank you for expressing an interest in our PLACE programme. We hope you will be able to join our programme this year but appreciate your interest if this is not possible. If you would like to be removed from our contact list please let me know.

I look forward to hearing from you.