**PLACE – Patient Assessors**

PLACE assessments help organisations understand how well they are meeting the needs of their patients, and identify where improvements can be made. They look at;

* 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.

The assessment team is made up of patients, governors and staff assessors. The assessments will take place on site in September and October. The dates have yet to be confirmed. You would only be expected to give what time you can and the assessment team does not need to be the same each day. A staff representative will guide you through the process.

 Some recent personal experience of in-patient care is useful, although it is not essential. This could be as a patient, relative, carer, friend, patient advocate, volunteer or trust member and trust governor. You will be called a patient assessor even if you are not a patient yourself.

You should not act as a patient assessor if you are employed (or have been employed within the last two years) by the organisation you are assessing. In this case you may be on the team as a staff assessor, or you may be a patient assessor for other organisations.

There will also be a session detailing the process, held in the Boardroom in Clocktower on Wednesday 17th September 2025 at 1.00pm but you do not need to attend this to take part.

 If you are interested in being involved or would like more information please contact Paige Beckett on [paige.beckett@nhs.net](mailto:paige.beckett@nhs.net) or Charlotte Keasey on [charlotte.keasey@nhs.net](mailto:charlotte.keasey@nhs.net)