

A call for 'experts by experience', do you have what we need....?

*Experts by
experience*

*Training
and
selection*



CHKS peer reviewers (what we refer to as our survey teams) are experienced health and social care professionals and work voluntarily with us to help other organisations improve. Team members are drawn from acute, mental health, primary, secondary or tertiary services, from both the NHS and independent sectors. CHKS is seeking to expand its team by including 'experts by experience' or 'lay' surveyors. These will be individuals who have experience of using care services as either patients or carers.

What skills are we looking for in a lay surveyor?

Primarily we are looking for individuals who have an interest in health and social care services. You should have good communication skills and the ability to seek out answers through questioning techniques. You should be happy with using IT as all our findings are recorded electronically on our web portal. You will take part in our reviews of health and social care services as a lay member of the team.

You will be recruited, trained, supported and managed by experienced client managers / lead auditors throughout the survey process.

During our surveys, lay surveyors will spend time talking to people who use the service, and assessing and observing the care environment. It is likely that lay surveyors will have had first-hand experience of receiving care so they know which questions to ask to get as much information from the visit as possible. Where required, pre-defined standards will be used to help with the assessment process.

Your findings will be used to support the survey team's judgment on the service and be included in the survey report received by the organisation.

Selection and training

Following an initial application, we provide a one-day selection and training seminar and all new lay surveyors will be mentored throughout each survey they take part in.

To find out more

With programmes across most health and social care sectors, we are keen to enrich and extend our lay surveyor network. If you are interested in becoming a CHKS lay surveyor, please contact Moyra Amess on **07798846209** or email mamess@chks.co.uk

Please note: This is an unpaid position. If you are chosen to take part in a survey all reasonable travel, accommodation and subsistence expenses are covered by CHKS.