



<p>If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail info@cwps.nhs.uk or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেইপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwps.nhs.uk বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।</p>
<p>如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwps.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિચિત્ર ફંટની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: info@cwps.nhs.uk અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारियों के साथ बात कीजिये, या ईमेल कीजिये: info@cwps.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwps.nhs.uk lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwps.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>

PLACE Visits: Your views on your trust

Patient led assessments of care environments
How you can get involved with your local trust to make sure everyone who uses our services gets the best level of care.

Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS Complaints and Incidents Team**, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

For more information see www.cwps.nhs.uk

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What is PLACE?

Every NHS patient should be cared for with compassion and dignity in a clean and safe environment. The places we deliver our services can always improve.

To give people a chance to tell us about the environment they experience when they use our services, we carry out PLACE visits. PLACE is 'patient led assessments of the care environment'. These visits build up a picture about the environment and can give suggestions as to how services can be made better.

Local people, as part of a team, will go into hospitals, hospices and day treatment centres that provide NHS funded care to look at these important things:

- Privacy and dignity
- Food
- Cleanliness
- Condition, appearance and maintenance.

PLACE visits do not look at how the staff are doing their job or the treatment patients are receiving.

Why do we have PLACE visits?

PLACE visits take place every year and suggestions that come from the assessments are used to improve the environment people are in while they are using our services.

We work with Healthwatch to carry out our checks. By working with Healthwatch you can be sure we are listening to what you have to say, as well as acting on it.

The information we gather from PLACE visits also shows how we are doing compared to other hospitals locally, as well as nationally.

What does being a patient assessor involve?

Your involvement can make a difference to your local services. By getting involved as a patient assessor you can take part in improving your local services.

Anyone who uses the service can be a patient assessor, including:

- Current patients
- Their family and visitors
- Carers
- Patient advocates
- Involvement representatives.

Patient assessors work with staff to make up a team of visitors. People who use CWP services must make up at least half of the team. As a team, they reach a joint decision based on what they see on their visit.

To become a patient assessor you will take part in a short training session. You can speak to people who have been on PLACE visits before, and ask them questions about how it was for them.

You will get paid for your time plus any travel expenses which mean you can get to the centres you are visiting. Ask your local participation worker for a copy of the expenses policy.

Where can I take part in a PLACE visit?

In CWP you can take part in a PLACE visit at all in patient settings. To find out more about the services offered at these centres, please visit www.cwp.nhs.uk.

Contact your local participation worker or the estates and facilities team on 01244 397713.

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.