
Reviewer Training Questionnaire

This questionnaire is derived from the CCQI Reviewer Training Video. Each question has one correct answer and three incorrect answers. Please select the correct answer for each of the following ten questions:

1) What is the primary purpose of the review day?

- To validate the self review and offer ideas for improvement
- To discuss individual clinical histories of service users
- To talk about your service with other professionals
- To network with other healthcare professionals working in your area

2) What should you do if you are not able to attend a review?

- Send an email to the host unit
- Inform your unit manager
- Inform the College and try to find a replacement from your service
- Find a replacement without informing the College

3) When looking through the workbook before the day what should you be noting?

- Areas of relevance for your own service
- Standards with no comments from the host unit
- Grammatical errors
- Standards that are not met

4) What should *not* be covered in the review team briefing at the start of the day?

- Timetable for the day
- Role allocation for the review team
- Extended discussion about your own service
- Introductions between the members of the review team

5) What is the purpose of meeting with service users?

- To ask them questions about their case history
- To find out what they think about the service
- To share your concerns about the service with them
- To promote your own service

6) What is the role of the chairperson in a meeting?

- To keep to time and ensure discussions are related to the service
- To assign a spokesperson from the host team
- To generate ideas based on the feedback of the review team
- To ask questions on behalf of the review team

7) How can you help alleviate anxieties the host service may have?

- Compare the quality of the host service to your service
- Dismiss members of the host service when they are talking
- Single out individuals for praise or criticism
- Reassure the host service about the aims of the day

8) If you notice that the scribe is distracted and not taking adequate notes, what should you do?

- Ask the host to reprimand them
- Check that they heard what was said if you feel that it should be included in the review
- Make your own notes instead
- Report the scribe to the College

9) What should you do first if you have a serious concern about the service or an serious allegation is made?

- Confront the service
- Call the police
- Directly contact safeguarding authorities
- Speak to the lead reviewer

10) What is the purpose of the review team meeting at the end of the day?

- To discuss your own service
- To prepare feedback and check standards have been covered
- To identify individual members of the service for praise
- To talk about ideas you have had for your service during the review day