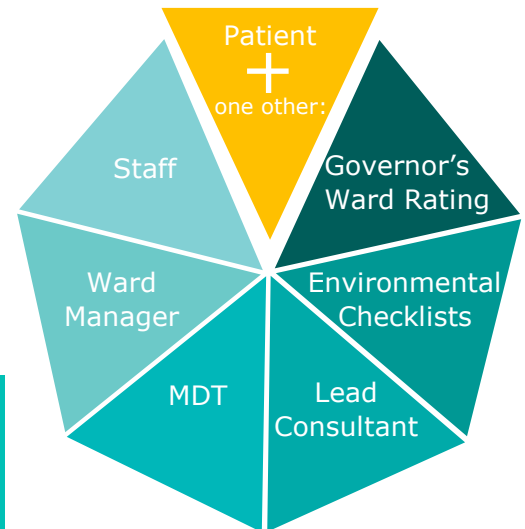


What is the Associate Membership Scheme?

The Quality Mark's new Associate Membership scheme has been developed to allow more wards to receive feedback and improve the quality of care that is provided to older people on hospital wards.

To participate in our associate membership, your ward will need to return a minimum of 25 Patient Questionnaires, PLUS one other measure from the following:

1. Staff Questionnaire
2. Ward Manager's Questionnaire
3. Multi-Disciplinary Team Questionnaire
4. Lead Consultant Questionnaire
5. Environmental Checklists
6. Governor's Ward Rating



Your ward will have three months to collect and submit the data to the Quality Mark team, who will then produce a report on the ward's results, along with a summary display.

What are the benefits?

- ★ Your choice of measure to get valuable insight into areas of achievement and improvement
- ★ Use of the brand new validated Patient Questionnaire
- ★ Achieve a focus on improvement to quality of care for older people
- ★ Encourage team reflection
- ★ Enabling Action Planning

What's the process?

The Associate Membership Scheme costs £199 which includes the Patient Questionnaire plus one other measure.

- Complete our [Joining Form](#)
- Decide what additional tool (on top of the Patient Questionnaire) your ward would like to use
- Receive materials and data preparation resources
- Submit your data
- Receive your feedback in a report
- Become associate members of the Quality Mark and display your results

The full Quality Mark programme is a two stage process and wards complete all of the assessment tools listed above (as well as a hospital management questionnaire and observations of staff and patient interactions), at each stage. For more information about the Associate Membership or the full Quality Mark, please email: qualitymark@rcpsych.ac.uk