



QSI Quality Mark expert reviewer

Information pack and role description



QSI Quality Mark expert reviewer role information

Thank you for your interest in supporting the QSI Quality Mark scheme as an expert reviewer. We are delighted that you are considering getting involved. This pack sets out what the role involves, what to expect from the review process, the time commitment, training and payment arrangements, and the experience and attributes we are looking for. We suggest reading it in full before making an application so you can decide whether the role feels right for you and have a clear sense of what would be involved. **The link to the application form is at the end of this pack.**

Role overview

As a member of a multidisciplinary review team, you will assess imaging services against the QSI standards. You will apply your knowledge, skills and experience flexibly, tailored to the nature, scope and complexity of the service under review.

You will work within the Quality Standard for Imaging framework, ensuring the standards are applied objectively and equitably to all participating services.

You will work in line with our values of respect, professionalism, integrity and making a difference, maintaining positive, professional conduct throughout the review process.

You will be supported by a Quality Review Partner throughout the review. They work with the service to agree the review timetable and lead all aspects of the review. They will also provide guidance on recording notes, analysing evidence, conducting the review and working with the wider team to agree decisions and recommendations for the service.

The review process

What am I expected to do in advance of the review?

Before a review, you will be expected to:

- Complete (or refresh) the bitesize training.
- Complete the document review for the standards assigned to you by the Quality Review Partner, using the documentation uploaded by the service to the SharePoint site (QSI Document Store). You will record notes, analysis and indicative outcome scores in the supporting reporting tool. This informs timetable planning and helps the team be proportionate and targeted in the questions asked during the review. You will be given a window to complete this work.
- Attend the pre-review briefing with the full review team (held on MS Teams), usually around one week before the review.

What will I do on the review?

- You will take part in meetings with staff from the service, focusing on specific standards or areas of practice that match your experience and expertise. Wherever possible, these will be the same standards you reviewed during the document review. Sometimes you will lead meetings on your own, and sometimes you will be joined by other members of the review team or the Quality Review Partner. You will be given prompts and guidance to help focus each discussion.
- Throughout the review there will be timetabled sessions for private review team collaboration huddles (led by the Quality Review Partner) to agree consensus decisions and capture actions/recommendations and examples of where the service is exceeding the standard.
- You will use the notes template (planning and evidence record (PER)) to record your notes and submit these to the Quality Review Partner at the end of the review.

What happens after the review? Do I write the report?

- The Quality Review Partner will write the report and may contact you to sense-check details.

Training

We have produced some online bitesize learning that gives detail on how the review will be run, the methodology etc. You will be provided with access to the training when you agree to participate in a review, so it is fresh in your mind.

At this stage we are not offering shadowing/observation opportunities before your first review, but wherever possible you will be with another reviewer or the Quality Review Partner (QRP) during the different review meetings. However, in applying for this role it is expected that you are confident to ask questions from an expert perspective in a review situation and where necessary lead meetings with senior clinicians, managers and staff.

Time commitment

The number of reviews you undertake each year is up to you. Reviews usually involve either an onsite visit (typically over two days) or a remote review (typically one day, 8AM to 5PM), plus preparatory work including document review and a planning meeting, usually around half a day. Onsite reviews usually require travel and a two-night stay, with reviewers typically arriving the evening before for dinner and a short planning meeting. You should be able to commit sufficient time to the role.

Remuneration

You will be paid £500 a day for each review day. There is no separate payment for the document review you do in advance, as this is included in the day rate.

There are different payment options. We can pay you directly, or we can pay your employer. Full details will be provided when you accept an invitation to take part in a review.

You can choose your preferred payment option each time you support a review, as this may vary depending on your circumstances. We just ask that you let us know which option you would prefer for each review.

For onsite reviews, we will also cover your travel, accommodation and subsistence costs. We will share further details when you are confirmed in the reviewer pool.

Invitation process and advance notice

When planning a review, the Quality Review Partner will assess the expertise needed and select reviewers from the pool (for example, based on location, experience and service configuration). The QSI team will email an invitation with key details, including dates and location. You are not obliged to accept. You are asked to consider any conflict of interest and whether you can commit time to participate. We aim to give 10 weeks' notice, although this may be reduced in specific circumstances.

Conflicts of interest

When invited to a review, you will receive the scheme's conflict of interest policy. To accept, you must review the policy and declare any actual or potential conflicts. The Quality Review Partner will review your declaration and confirm whether the invitation can proceed.

Making an application

We would be very pleased to hear from you if this role feels like a good fit. If you are interested, read the role description below and complete and submit the application form. The website will make clear which areas of expertise are currently being targeted. You will then be contacted to confirm next steps. If your application is taken forward, this will include an informal meeting and Q&A with members of the QSI team.

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	Essential (E) or Desirable (D)
Knowledge, qualifications and experience	
You have clinical experience of working in imaging and/or leadership, governance or non-clinical operational expertise.	E
You are familiar with national guidance, regulations, policy and good practice within imaging.	E
You are familiar with, and able to apply, the QSI standards relevant to your area of practice.	D
You have experience of participating in or leading peer review, for example as an assessor, reviewer or examiner.	E
Core attributes	
You can analyse information, consider different views, and provide constructive feedback.	E
You have the confidence to ask questions and communicate with patients, senior clinicians and managers.	E
You can work in line with the values and ethos of the Quality Mark scheme.	E
Professionalism	
You demonstrate fairness and a commitment to equality and diversity.	E
You are committed to personal reflection and development and respond positively to feedback from others.	D
Decision making	
You can contribute to discussions about service quality.	E
You can assimilate and engage with detailed written material, absorbing information quickly and accurately to support collective decision making.	E

You exercise independent judgement and use information to make balanced, evidence-based decisions.	E
You demonstrate fairness through mature judgement and objectivity.	E
You can provide constructive challenge and act as a 'critical friend' during the review.	D
Skills and abilities	
You have an interest in improving the experience and outcomes for patients of imaging services.	E
You understand confidentiality in relation to evidence and the review team's deliberations and maintain information security in line with our data protection policy and guidance.	E
You have excellent written and verbal communication skills.	D
You can work in a challenging, complex environment, including holding sensitive conversations, sometimes under pressure.	D

Ready to contribute to the highest standards in imaging? [Click here](#) to apply now