



ACCREDITATION SANS FRONTIÈRES

Patient Voice Toolkit

Patient Voice — Patient Education Calendar

Twelve thirty-minute sessions, one for every meeting, chosen by what the month's feedback shows patients most need to know. Outlines, materials, who presents

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Foreword

Every council meeting ends with thirty minutes of education. The topic is not fixed in advance: the secretariat chooses it from what the month's feedback shows. If discharge is the theme, the session is on discharge. If nine people asked about their invoice, the session is on invoices. This is what makes the meeting worth coming to, and it is what turns a feedback body into a learning one.

This calendar gives twelve ready sessions, each with an outline, the materials, who presents, and the trigger that makes it the right month. A council can run for a year from this document, then repeat with new guests.

Format for every session. Thirty minutes: ten of explanation, fifteen of questions and practice, five of "one thing I will do differently". One handout, one page. Members may bring a guest. Waiting-list applicants are always invited.

1. The Twelve Sessions

#	Topic	Outline	Use when
1	Your rights as a patient — the seven rights	Access · safety · respect · partnership · information · privacy · feedback. What each means on a ward, with the Patient Charter as the handout.	Any month; always the first session of a new council
2	Questions to ask before you are discharged	The five questions: what is my diagnosis, which medicines and why, what should I watch for, who do I call, when is my follow-up. Teach-back practice.	When discharge or aftercare is a theme
3	Informed consent — a conversation, not a signature	What consent must include; the right to ask again; the right to say no; consent for children and for people who cannot decide.	When consent or communication is a theme
4	Your medicines — names, doses, timing, interactions	Bring-your-bag session: every participant brings their medicines; a pharmacist explains. The medication list card.	When medication is a theme
5	Hand hygiene and infection — what you may ask of staff	"Have you washed your hands?" is a fair question. What clean looks like; what to do about a visitor with a cold.	Any month
6	Falls — at home and in hospital	Why patients fall; the bed, the bathroom, the slippers; what the hospital does and what the family can do.	When safety or the environment is a theme
7	Reading your invoice	What the lines mean, what the state programme covers, what to ask before you pay, where to take a billing dispute.	When finance is a theme
8	How to raise a concern so that it lands	Facts, dates, names of wards not people, what you want to happen. Practice with the QR form. Why anonymity is allowed and when it limits what can be done.	Second session of a new council

#	Topic	Outline	Use when
9	Living with a long-term condition — diabetes, heart, asthma, thyroid	One condition per session, with a clinician: the two things that matter most, and the electronic patient platform for updates.	By members' request
10	Emergencies at home — when to call, what to say	Stroke and heart-attack signs; what to tell the dispatcher; what to have ready by the door.	Any month
11	Mental health and the family — asking for help	Recognising distress; where to turn; what the hospital offers; confidentiality.	When psychosocial themes appear
12	What accreditation means for you	What the ASF seal does and does not guarantee, how to verify it, and how the council's work becomes evidence.	Once a year

2. Who Presents

Session	Presenter	Materials
1, 8, 12	Secretariat	Patient Charter; QR form; "How to verify" card
2, 3	Secretariat with a ward nurse	Five-question discharge card; consent leaflet
4	Hospital pharmacist	Medication list card
5, 6	Infection-control nurse; physiotherapist	Hand-hygiene poster; falls checklist
7	Finance manager	Sample invoice, annotated
9	Clinician for the condition	Condition sheet; platform registration
10	Emergency physician or paramedic	Fridge card: signs and what to say
11	Psychologist or social worker	Where-to-turn card

3. Choosing the Month's Topic

1. Look at the themes table in the monthly report. The largest theme, or the fastest-rising one, is the default.
2. If a severity-3 case occurred, the related topic takes priority (medication → session 4; falls → session 6).
3. A new council runs sessions 1 and 8 first, whatever the themes.
4. Session 12 runs once a year, in the month the council record is summarised.
5. Members may request a topic; a request beats the default the following month.

4. Recording the Session

One paragraph in the council record: topic, presenter, attendance, the three most useful questions asked, and the "one thing I will do differently" answers in aggregate. Handouts are posted in the WhatsApp group and on the facility's ASF profile.

Annex A — Session Plan Template

Session number and topic	
Trigger this month	
Presenter	
Handout	
0–10 min — explain	
10–25 min — questions and practice	
25–30 min — one thing I will do differently	
Attendance (members / guests / waiting list)	
Three best questions	
Recorded by	

Annex B — The Five-Question Discharge Card (handout for session 2)

- 6.** What is my diagnosis, in words I can repeat to my family?
- 7.** Which medicines do I take, why, and has anything changed?
- 8.** What should I watch for, and what would mean I must come back?
- 9.** Who do I call if I am worried — name and number?
- 10.** When is my follow-up, where, and with whom?

Ask the nurse to listen while you repeat the answers back. That is called teach-back, and it is your right.

References

- [1] Australian Commission on Safety and Quality in Health Care. Australian Charter of Healthcare Rights, 2nd ed. 2019.
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- [3] World Health Organization. Medication Without Harm — 5 Moments for Medication Safety. Geneva: WHO; 2019.
- [4] Accréditation Sans Frontières. Understanding Your Accreditation — Patient Guide, ASF-PATIENT-GUIDE-001-v2. Paris: ASF; 2026.

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