



ACCREDITATION SANS FRONTIÈRES

Patient Voice Toolkit

Patient Voice — Recruitment Materials

The entrance notice, the website text, the social-media posts, the discharge-paper line and the application form — ready to print, in English and Georgian

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Document Control

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Foreword

Recruitment is the facility's job, and it must be open, public and continuous. These materials make it a matter of printing and posting. Each text exists in English and Georgian; a facility elsewhere translates the English and keeps the structure. The tone is deliberately plain: no slogans, no logos of the hospital on the notice itself — the notice is about the patient, not the institution.

What every notice must contain. That the council is independent; that anyone who has been a patient or a family member can join; that it takes ninety minutes a month; that it is unpaid; how to apply; and the QR code and hotline for giving feedback without joining.

1. Entrance and Patient-Corner Notice (A3 / A4)

English

HAVE YOU BEEN A PATIENT HERE? JOIN THE PATIENT COUNCIL.

Six patients and family members. One or two people from the hospital. An independent secretariat that is not the hospital. Ninety minutes, once a month.

Every month the council reads everything patients have said — praise and complaints — and decides with the hospital what should change. Every patient who raised a concern gets a written answer.

Anyone who has been a patient here, or cared for one, can apply. It is voluntary and unpaid.

Apply: scan the code, or ask at reception for the form.

Something to say about your care right now? Scan the same code or call [hotline]. It goes to the independent secretariat, not to the hospital. You may stay anonymous.

Patient Voice by Accréditation Sans Frontières · france-asf.fr/patient-voice

Georgian

იყავით ჩვენი პაციენტი? შემოუერთდით პაციენტთა საბჭოს.

ექვსი პაციენტი და ოჯახის წევრი. ერთი-ორი ადამიანი კლინიკიდან. დამოუკიდებელი სამდივნო, რომელიც არ არის კლინიკა. თვეში ერთხელ, ოთხმოცდაათი წუთი.

ყოველთვიურად საბჭო ეცნობა ყველაფერს, რაც პაციენტებმა თქვეს — მადლობასაც და საჩივარსაც — და კლინიკასთან ერთად წყვეტს, რა უნდა შეიცვალოს. ყველა პაციენტი, ვინც შენიშვნა გამოთქვა, წერილობით პასუხს იღებს.

განაცხადი შეუძლია ყველას, ვინც აქ პაციენტი იყო ან პაციენტს უვლიდა. მონაწილეობა ნებაყოფლობითი და უსასყიდლოა.

განაცხადი: დაასკანერეთ კოდი ან ითხოვეთ ფორმა რეგისტრატურაში.

გაქვთ სათქმელი თქვენს მკურნალობაზე ახლა? დაასკანერეთ იგივე კოდი ან დარეკეთ [ცხელი ხაზი]. შეტყობინება მიდის დამოუკიდებელ სამდივნოში და არა კლინიკაში. შეგიძლიათ დარჩეთ ანონიმური.

პაციენტის ხმა — Accréditation Sans Frontières · france-asf.fr/patient-voice

2. Website Page Text

Title: Patient Council — join, or tell us how it went

[Facility] hosts an independent Patient Voice Council run with Accréditation Sans Frontières. Six patients and family members meet once a month, with one or two of our staff, to review everything patients have told us and to decide what should change. An independent secretariat — not the hospital — collects the feedback, writes the report, and answers every patient in writing.

Join the council: if you have been a patient here, or cared for one, apply with the form below. Membership is voluntary and unpaid; it takes ninety minutes a month; members may leave at any time. Members sign a short confidentiality agreement so that everyone can speak freely.

Give feedback without joining: scan the QR code, call the hotline [number, hours], or use the form at [link]. You may remain anonymous. You will receive a case number, an acknowledgement within two working days, and a written answer within five working days of the next council meeting.

The council's records are published here: [link]. The ASF Patient Charter — your seven rights — is here: [link].

3. Social-Media Posts

Launch post

We have started a Patient Council — and it is not run by us. An independent secretariat collects what you tell us, six patients and family members review it every month with our team, and every concern gets a written answer. Been a patient here? Apply: [link]. Something to say now? Scan / call [hotline] — anonymously if you wish.

Quarterly reminder

Our Patient Council has met [n] times this year. [One concrete change — e.g. "Discharge now averages 2 hours, down from 5."] Seats open for patients and family members — 90 minutes a month, unpaid, independent. Apply: [link].

After each meeting

Patient Council, [month]: [n] messages reviewed, [n] praised staff by name, [n] actions agreed. The record is public: [link]. Thank you to everyone who spoke.

4. Discharge-Paper Line

Tell us how it went. Scan [QR] or call [hotline]. It goes to an independent body, not to the hospital. Anonymous if you wish. — Patient Voice by ASF

Annex A — Recruitment Checklist for the Facility

- ☐ Notice printed A3 for the entrance, A4 for reception and the patient corner
- ☐ Website page live, linked from the footer of every page
- ☐ Launch post published; quarterly reminder scheduled
- ☐ Discharge-paper line added to the template
- ☐ Paper application forms and the locked box in the patient corner
- ☐ Reception briefed: "Ask for the Patient Council form"
- ☐ Applications forwarded to the secretariat within two working days

Annex B — Application Form

Patient Voice Council — application

Full name: _____

Phone: _____

Email: _____

I am a (patient / family member / carer) of [facility]:

Department or service, and approximate date:

Why I want to join (one sentence): _____

Best time for a monthly 90-minute meeting (evening / afternoon / weekend):

- ☐ I understand membership is voluntary and unpaid
- ☐ I am 18 or over
- ☐ I am not an employee or supplier of the facility
- ☐ I agree that the secretariat may contact me about this application (data held under the ASF Data Protection Policy)

Signature and date: _____

Return to reception, post in the Patient Voice box, or scan the QR code to apply online.

References

- [1] Accréditation Sans Frontières. Patient Voice Council — Terms of Reference and Method Guide, ASF-PV-TOR-001-v1. Paris: ASF; 2026.
- [2] Accréditation Sans Frontières. Facility Participation Agreement, ASF-PV-FACILITY-001-v1. Paris: ASF; 2026.

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