



Achieving JAG accreditation: Insights from experience and new beginnings

By Sabrina Cox and Louise Davies

Sabrina Cox and Louise Davies, from Aneurin Bevan University Health Board, share their opinions and feedback on the JAG accreditation process.

As someone just beginning their JAG accreditation journey in endoscopy, I've been fascinated by the dedication and teamwork required to achieve JAG accreditation. Speaking to Louise gave me an insider's perspective on what it takes to meet the GRS standards and reinforced how vital it is for the team to focus on patient care, training and service improvement.

JAG accreditation isn't just about ticking boxes – it's about meeting the standards set in the Global Rating Scale (GRS) domains, ensuring excellence in patient experience, clinical quality, audit, staff competence, and service delivery. Below, we explore the journey from two perspectives: one seasoned, one just starting out.

What does achieving JAG accreditation mean to you and the team?

'It means so much to the Endoscopy team; we are proud that we have been able to achieve the standards that have been set, meaning that our patients receive the best possible care. A lot of hard work was put into getting the accreditation and it is an amazing feeling, knowing that we have met all of the standards in order to achieve this.'


Louise – experienced JAG coordinator perspective

'For me, JAG accreditation represents a commitment to excellence in every aspect of endoscopy. I'm excited to learn how we maintain exceptional patient experience, staff competence and service quality, while contributing to audits and continuous improvement.'

Sabrina – novice perspective

What were some of the key challenges or milestones along the way?

'Time – we are all busy with different things and being able to get the time to gather the evidence was challenging. Creating new policies and using the intranet for all information



instead of one standard document was a challenge at times. However, the intranet is a great resource that we are very proud of.'

Louise – experienced JAG coordinator perspective

'I'm still familiarising myself with the GRS domains and what evidence is needed. Understanding audit data, competency frameworks and policies feels overwhelming at first, but seeing how milestones are achieved step by step is motivating.'

Sabrina – novice perspective

How did the team work together to meet the accreditation standards?

'We kept in touch regularly via email and attended meetings. I ensured that we kept on top of the evidence that was needed and fed this back to the team. I ensured that the evidence that was needed was uploaded in the timeframe given.'

Louise – experienced JAG coordinator perspective

'I've noticed that teamwork makes the accreditation process manageable. Everyone shares knowledge about competency assessments, service improvement plans and patient safety protocols, which makes it easier to contribute even as a beginner.'

Sabrina – novice perspective

Were there any lessons learned or best practices you'd share with other teams aiming for accreditation?

'Organisation and delegation are very important. You need to have someone who can organise and ensure the evidence needed is correct and given in a timely manner. Someone needs to be familiar with the domains and understand what is being asked.'

Louise – experienced JAG coordinator perspective


'I'm learning that curiosity and observation are just as important. Watching how colleagues handle training documentation, audit data and quality improvement initiatives helps me to understand the bigger picture of accreditation.'

Sabrina – novice perspective

How do you see JAG accreditation influencing patient care, training or service delivery going forward?

'We thrive on having great patient care anyway, and this has strengthened the care we provide. We will continue to have the high standards of care we always have. The JAG accreditation has strengthened the training pathway and ensures that all staff are working towards the same standards.'

Louise – experienced JAG coordinator perspective



‘JAG accreditation gives me a framework for learning best practices in patient care, staff competency, and audit-driven improvement. Knowing that even as a new team member I can contribute to maintaining these standards is encouraging.’

Sabrina – novice perspective

What advice would you give to others embarking on their own accreditation journey?

‘Have a strong team who all have the same aims, and are passionate about achieving the accreditation. Organisation and communication are essential with all members of the team. Become familiar with the domains and what the evidence is asking for.’

Louise – experienced JAG coordinator perspective

‘Be proactive and ask questions. Understand the importance of staff competence, audit, policies and patient experience. Every role matters, from nurses/ODPs to HCSWs and schedulers, and starting small while learning from experienced colleagues is key.’

Sabrina – novice perspective

Reflections from Ysbyty Ystrad Fawr’s JAG accreditation journey

Speaking with Louise highlighted that JAG accreditation is a team effort, built on collaboration, organisation and shared commitment. Every member of the Endoscopy team plays a vital role, whether ensuring infection prevention standards, contributing to audits, or supporting staff training and competency assessments.

Achieving accreditation is especially significant in Wales, where only a few endoscopy units have achieved JAG accreditation. This milestone not only recognises excellence in our unit but also sets an example and helps maintain momentum, paving the way for other teams across Wales to aim for high standards of care.

As I begin my own accreditation journey, I feel inspired to actively participate in evidence collection, quality improvement and maintaining patient-centered care. JAG accreditation isn’t just a milestone, it’s a framework for continuous improvement, excellence and pride in our work.