

Patient Experience Volunteer Role

- Role:** Patient Experience Volunteer
- Location:** Royal Shrewsbury Hospital/Princess Royal Hospital
- Reports to:** Patient Experience Co-ordinator

Main purpose:

Gathering patient and service user feedback is a top priority for Shrewsbury and Telford Hospital NHS Trust. Through volunteering in this role, you will help us find out the views and opinions of people using the hospital services - what we are doing well and how we could do better.

Assist in the completion of patient surveys using an ipad to capture patient feedback from wards and departments across the hospital.

Deliver survey cards and posters to wards and departments.

The role may also include tasks such as assisting the Patient Experience Team to prepare for ad hoc corporate events; directing visitors around the hospital, in addition to other tasks such as photocopying and scanning.

This list of duties is not exhaustive and the role will have the potential to expand and evolve as the service develops.

Location:

A range of wards and departments at either the Royal Shrewsbury Hospital or the Princess Royal Hospital. Volunteers can identify their preferred hospital site.

Volunteer sessions:

Volunteers for a minimum of 2 hours per week Monday – Friday for at least a 6 month period.

Training and Support:

Volunteers will need to complete their volunteer induction training prior to starting their role. They will also be required to attend some in-house training with the patient experience team.

Benefits to the Volunteer:

This role offers:

- Experience of team working.
- Satisfaction of assisting others and providing an important service to Shrewsbury and Telford Hospital NHS Trust.
- An opportunity to develop personal skills and experience.
- Gain an insight into the services that the hospital provides.

Desired Skills

- Good communication skills - a good listener, ability to tactfully communicate any feedback that requires immediate attention
- Good judgement skills
- Friendly, approachable, emotionally resilient, caring, tactful
- Able to work independently after the initial training period
- Respect others and respect confidentiality
- Reliable and trustworthy
- Observant, detailed
- Diplomatic and sensitive
- Emotionally mature
- Compassion
- Ability to summarise patient feedback and accurately record these in writing
- Capable of using new technologies such as hand held devices and touch screens

Important points:

- If in doubt, seek help or advice
- Treat all information in the strictest of confidence
- Treat patients, visitors and staff with care, respect and dignity at all times
- Able to commit reliably to agreed volunteering attendance
- To abide by the Trust's policies and procedures
- To be undertake any training deemed appropriate to the volunteer role

GENERAL INFORMATION

- Volunteers should not undertake duties outside this role description without checking first with their ward/department supervisor
- Volunteers must not undertake any manual handling tasks (unless they have received the relevant training) or provide clinical care
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature
- Volunteers are reminded of the importance of confidentiality at all times - they must under no circumstances discuss patients' affairs with any person other than the relevant staff.
- If a patient / visitor raises concerns about their treatment or visitor to the hospital, the volunteer should direct the person to the ward/department manager or the Patient Advice and Liaison Service (PALS).

Health & Safety

As a volunteer of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust.

Any breach of infection control policies is a serious matter which may result in the termination of your volunteer placement. As volunteer of the Trust you have a responsibility to:

- Are compliant with Infection Prevention and Control standards as set by your department/ward supervisor and outlined in your induction.
- Be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Safeguarding Children and Vulnerable Adults

We all have a responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk.

Further information and associated documentation:

HS01 Health and Safety policy
HR01 Equality and Diversity
HR33 Recruitment and Selection
HR39 Smoking Policy
HR43 Work Experience
HR53 Dress Code and Appearance
Hand Hygiene IPC policy

If you would like to view any of these policies please ask your ward/department supervisor or the contact the Governance and Membership Office

For further information on this volunteer role please contact:

Volunteer Office
Royal Shrewsbury Hospital
Mytton Oak Road
Shrewsbury
SY3 8XQ
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