

**Patient Experience Volunteer**  
**Forensic Division**

This role is to support the trust in obtaining feedback from patients, service users and carers more frequently regarding the experience that they have whilst attending Nottinghamshire Healthcare NHS Foundation Trust in particular those who receive care from our high, medium, low secure hospital, community forensic mental health and Offender Health teams

Volunteers would be required to help with collection of feedback in a variety of ways and places but particularly using electronic hand held devices and approaching patients, service users and carers whilst they are within hospital.

**Locations:**

Trustwide

**Time commitment:**

As agreed

**Key tasks:**

Patient experience activities would include:-

- Approaching patients, service users and carers to see if they will take part in a patient experience survey. (These will often take place during patient council meetings or directly on the wards)
- Supporting patients, service users and carers in taking part in a patient experience survey and where required explaining questions or listening to concerns.
- Talking to patients and their families as relevant to the issue being addressed and measured.
- Collating measurements and information using IT skills and software such as Microsoft Word, Excel and PowerPoint as well as using hand held devices such as IPADs and touch screen technology.

**Desired skills and experience:**

- This volunteer role would be ideally suited to people who are over the age of 21.
- Anyone who has an interest in measuring and collecting patient experience information from patients and their families.
- Experience of volunteering/working with individuals who have mental health conditions and have committed a serious criminal offence, or are thought to be at high risk of committing an offence.
- Observant, detailed.
- Diplomatic and sensitive
- IT literate – able to use Microsoft Office package –and capable of using new technologies such as hand held devices and touch screens
- Emotionally mature
- Reliable & trustworthy

**We will provide:**

- Supervision and support from a dedicated member of staff within the Involvement, Experience & Volunteering Team
- Induction to Nottinghamshire Healthcare NHS Foundation Trust
- Specific training for the role (Forensic Awareness Training)
- On-going up-dates and information
- Reimbursement of travel expenses
- References can be provided after six months of volunteering