

Patient Experience Volunteer
Local Partnerships
WAD (Working Age Dementia) Team

This role is to support staff 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 WAD (Working Age Dementia) Service

The Working Age Dementia Service provides assessment, diagnosis and treatment for individuals below the age of 65 years with a suspected/confirmed diagnosis of dementia. The service has two components; a diagnostic service and post diagnostic treatment service. The post diagnostic treatment service offers a range of group based treatments to support individuals and carers to manage the symptoms of their condition. The service would like to support service users and carers to provide feedback regarding their experience.

Volunteer will need to attend the final sessions of the group treatment in order to introduce themselves and explain their role.

Time commitment:

As agreed

Key tasks:

Patient experience activities would include:-

- Approaching either in person or over the telephone, patients, service users and carers to see if they will take part in a patient experience survey.
- 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.

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 in particular dementia.
- Observant, detailed.
- Diplomatic and sensitive
- IT literate – able to use Microsoft Office package
- 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 (WAD (Working Age Dementia) Service)
- On-going up-dates and information
- Reimbursement of travel expenses
- References can be provided after six months of volunteering