

Patient Experience Volunteer – Local Partnerships Division

The volunteer role for patient experience will be to support the hospital in obtaining feedback from patients, service users and carers more frequently regarding the experience that they have whilst attending Nottinghamshire Healthcare NHS Foundation Trust.

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.

Time commitment:

As agreed

Key tasks:

Patient experience activities would include:-

- Attending a ward and approaching 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 as well as using hand held devices such as IPADs and touch screen technology.
- Feedback collection 'attends meetings/ events to collect PO/Care posting.

Desired skills and experience:

- This volunteer role would be ideally suited to people who are over the age of 18. Anyone who has an interest in measuring and collecting patient experience information from patients and their families.
- 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
- Experience of volunteering/working within adult mental health or mental health. Sensitive and tactful nature
- Emotionally mature
- Compassion
- 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
- On-going up-dates and information
- Reimbursement of travel expenses
- References can be provided after six months of volunteering