

15 Steps Volunteer

15 Steps is a way to capture the first impressions of a service by gathering observations about the care environment and talking to patients and staff about the care provided.

The purpose of 15 Steps is to:

- Provide a way of understanding patients' first impressions more clearly
- Help staff, patients and others to work together to identify improvements

This role involves:

Visiting healthcare settings as part of a small visit team and sharing your first impressions

Observing the way health services are provided

Putting yourself in the position of a patient to try and understand the patient perspective and asking yourself the key question, *"How would I feel if I was receiving care from this service?"*

This role would suit people who:

Have excellent observational skills

Have the ability to be impartial

Have the ability to communicate effectively with people at all levels

Can be sympathetic and understanding of patients' needs

Can be flexible and sensitive to the need for patient privacy and dignity

Can travel to the 15 Steps venue independently

Would prefer ad hoc volunteering opportunities rather than regular commitments

What to expect from the role:

To increase your knowledge of different healthcare settings and the different ways that healthcare is delivered

The opportunity to influence quality improvement

Work alongside NHS staff and patients

Make a positive difference to patient experience

Mandatory training for this role

Completion of *Your Volunteer Journey* – our online volunteer handbook

LCHS Volunteer Induction (1 x 3hr session face to face or virtual)

E-Learning for Healthcare – Volunteer Learning Modules

15 Steps briefing session

Service: All LCHS services

Location: Community and hospital locations across the county including virtual visits

Days/hours: various – ad hoc