



Role: Digital COPD pathway volunteer

Purpose:

We have been awarded a grant by The Q Community (a charity) to explore digital literacy and inclusion around digital tools that aim to support patients living with Chronic Obstructive Pulmonary Disease (COPD), particularly those who have recently been admitted to hospital.

Duties (what you will be doing):

- Talking with patients on our inpatient adult medical wards about their experience of digital tools
- Calling patients who have been offered digital tools to ask for feedback with support from the specialist nursing team
- Support the team in outreach events to engage our local communities
- Work under the supervision of the clinical team; this involves reporting to the senior staff member when you begin your shift, maintaining a record of your interactions with patients in the clinical notes, and reporting any issues back to specialist nurses.
- Analyse the information received with the team to understand what interventions can be delivered
- You will report into our respiratory nurse specialists in the respiratory office
- Volunteers will require limited access to CERNER, our patient record system, which will require some extra training

Boundaries (what you won't be doing):

- No clinical care of patients
- Do not give advice to patients unless you have checked with the specialist nurse
- No personal care such as washing or toileting
- Should not be involved in any discussions with patients re medicines/drugs
- Should not deal with body products or fluids
- No entering side rooms

Time commitment:

- Mondays, Wednesday, Thursday, Friday from 9 am to 4 pm (volunteers must do a shift of at least 3 hours during these times)
- Volunteers must commit to at least one half-day shift per week for a minimum of six months
- The project starts in October 2022 and runs for 12 months although this could be extended



Location:

This role is available at West Middlesex University Hospital and also at community-based t groups which are run in partnership with the Trust.

Requirements of the role:

Age: You must be 18 years or older to volunteer in this role.

Accessibility: This role is accessible for wheelchair users or people with other mobility issues.

As a volunteer you will embody the Trust's values:

- Putting patients first
- Responsive to, and supportive of, patients and staff
- Open, welcoming and honest
- Unfailingly kind, treating everyone with respect, compassion and dignity
- Determined to develop our skills and continuously improve the quality of care.

Skills and other requirements:

- You must be self-motivated; with an ability to think on your feet and work independently
- You must be punctual and dependable
- You must have a professional and friendly demeanour

Pre-placement checks and training:

- This role requires a criminal record (DBS) check and a pre-placement induction
- This role requires that you have certain immunisations – we will discuss this with you when you apply
- You will need to undertake mandatory training before deployment, covering areas such as patient confidentiality, safeguarding, reporting concerns, and equality and diversity. This training is delivered online
- You will receive a core volunteering induction
- You will also receive a local induction in the department
- The role requires additional training to access CERNER

Supervisor:



Chelsea and Westminster Hospital

NHS Foundation Trust



Sadia Khan, Consultant Cardiologist (Sadia will be your first point of contact for shift scheduling and support. However she does not work every day and you will receive on-shift support from the specialist nurse on duty and their team).

Niamh Woolven and Tara Salazar, Specialist nurses will be your main point of contact when in the ward area)