



Feedback Volunteer

Role description

We are always looking for the right people, those who are friendly, passionate, empathetic and respectful. They are people who celebrate the richness and uniqueness of our diverse community, staff and volunteers. We are committed to ensuring that no individual or group is disadvantaged or excluded from playing an active part in our organisation because of their ethnicity, gender, gender identity, disability, sexuality, religion, age, class or geographical location. They are people who have a natural positive disposition, reliable and committed. They wear our volunteer uniform with PRIDE (passion, responsibility, innovation, drive and empowerment) beaming with compassion and enthusiasm.

The role of a volunteer is a unique one, activities complement the care and support given by staff, and they do not replace staff or mitigate staff shortages. Whilst volunteers are not staff, they are part of the BHRUT family. Volunteers will not assist with anything of a medical nursing nature, read patients' medical files or share this information, assist with cleaning or repair any item of equipment. As a volunteer you are in a position of trust this should never be abused or used to advantage yourself or disadvantage a patient.

WE NEED PEOPLE WHO PROVIDE US WITH FEEDBACK, IT IS HOW WE IMPROVE

- Listening and chatting with patients regarding their experience whilst in hospital
- Provide suitable, unimposing interaction with patients and encourage that patients provide feedback
- Support our commitment to the Friends and Family Test (FFT) in obtaining feedback and learning from what our patients say about us
- Support patients with reading, writing and recording their reply to specific questions, either in writing or via an electronic patient experience tracker (PET) tablet.
- Spending time with patients without pre-empting or coercing their decisions and feedback
- Provide information on improvements made because of patient's feedback
- Liaise and share any advice to the manager within that area or the Patient Experience Team
- Any other non-professional task as requested by the senior staff or managers in relation to patient experience and feedback.
- Collect completed surveys from various locations at both Queen's and King George hospital, and upload responses onto an online application (with training).

Would suit:

Someone who is outgoing and a people person, excellent communication a must. Patience and empathy are essential qualities.

Commitment:

Usually one morning, afternoon or evening per week.