Front Desk Evaluation Form

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| Name: Date:  Time In: Time Out: | | | | |
| How many patients: | | | | Total |
| 1 | Did you temperatures check, ask questions and give PPE to? | (Example IIII) | |  |
| 2 | Did you give verbal directions to? |  | |  |
| 3 | Did you escort to their destination? |  | |  |
| 4 | Did you provide support to in addition to the above? |  | |  |
| Did you encounter: | | | | |
| 5 | Faulty/temperamental equipment i.e. temp scanners working intermittently/accessing the lockers? *(please circle answer*) | | Yes No |  |
| 6 | An unhappy patient / relative / member of staff? *(please circle answer)* | | Yes No |  |
| 7 | Something that you feel we ought to know about? *(please circle answer)* | | Yes No |  |
|  | | | | |
| 8 | Did you feel supported by staff/supervisor? | | Yes No | |
| 9 | Did you get an adequate break? | | Yes No | |
| 10 | Overall, do you feel you made a difference to the patients experience and staff support today? | | Yes No | |
| 11 | Was there anything you were unsure about today that we can assist you with? | | Yes No | |
| 12 | Did you feel a sense of purpose today? | | Yes Don’t know No | |
| 13 | Has volunteering increased your confidence? | | Yes Don’t know No | |
| Please complete this form during your shift and return it to the volunteer’s office before you go home.  IMPORTANT – if you answered **No** to questions 5 - 13 please provide details overleaf or email [volunteers@lwh.nhs.uk](mailto:volunteers@lwh.nhs.uk) if you would prefer to communicate confidently. | | | | |