

Organisation Name

East Kent Hospitals University NHS Foundation Trust

Role Title: Inpatient survey volunteer

Location of position: WHH, K&C and QEQM

Responsible to: Ward Manager

Purpose/ summary of role:

To assist the Trust with collecting patient feedback via iPads and other digital devices

Description of tasks: To assist patients in completing inpatient surveys. To gather this information from the patients regarding their experience and input via a ward iPad or relevant system.

Time Commitment: Hours are negotiable dependent on personal circumstances and service requirements.

Skills required:

Ability to work as part of a team

Ability to listen and to communicate information effectively to others

Demonstrate empathy

To be non-judgemental

To maintain confidentiality

Training and Support: Full training and support will be given.

Safeguarding Children and Vulnerable Adults – This role involves contact with vulnerable adults. All Trust volunteers are required to adhere to the principles of effective and safe safeguarding of children and vulnerable adults.

Infection Control – Infection Prevention and Control is the responsibility of all Trust staff and volunteers. Volunteers have a responsibility to protect service users, visitors and colleagues against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control policies and procedures and best practice guidance in order to maintain a high standard of infection prevention and control.

Reimbursement of expenses:

Out of pocket expenses will be reimbursed:

- mileage costs @ 45p per mile
- public transport

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Contact :

Head of Volunteering and Public Services

