



## Role: Outpatients Volunteer

### Purpose:

We have a huge number of outpatients moving through both of our hospitals every week, attending various departments and clinics from Monday to Friday. Outpatients can be found in different areas of the hospital:

- Main Outpatients Gate 1 to 4 (medical and surgical specialities) – lower ground floor
- Ophthalmology (eyes) clinic – 1<sup>st</sup> floor
- Fracture clinic – ground floor
- Plastics clinic – 1<sup>st</sup> floor

You will be supporting the different areas depending on the day's needs. And you will be briefed at the start of your shift by the clinical team in the main Outpatients area where you should go. You will work with a cohort of volunteers in pairs on each shift.

Volunteering shifts are available on weekdays, both morning and afternoons, depending on your availability. However, you will need to undertake at least your first shift shadowing an existing volunteer.

### Duties (what you will be doing):

- Meet and greet patients and relatives
- Help patients and visitors with general enquiries
- Signpost patients to various areas of the hospital
- Escorting patients to different departments within the hospital for bloods tests, scans and x-rays as instructed by clinical staff
- Support the staff team with tasks like getting wheelchairs, stocking up trolleys etc
- Providing patients and families with tea, coffee or water
- Taking samples to the laboratory
- Support the nurses with pharmacy collections
- Tidying up waiting and reception areas – but not cleaning
- Stocks, PPE, storeroom and linen management; ensuring there's enough and that it's in the right places
- Assisting patients to complete the local patient surveys
- Promote completion of the Friends and Family Test
- Data input from the completed local patient survey questionnaires
- Support Covid screening staff to assist patients with the completion of the questionnaire
- Escort patients back to the transport lounge
- Photocopying and laminating
- Talking to patients in the waiting areas to offer support whilst they wait
- This will be a very valued and diverse role within outpatients and you will work with a friendly and supportive outpatients team

### Boundaries (what you won't be doing):

- No clinical care of patients
- No personal care (e.g. toileting or getting patients changed)
- No lifting of heavy equipment
- No discussing any results or any other aspect of care with the patients



**Time commitment:**

- You must commit to one shift per week
- Shifts are available on Monday to Friday from 9am to 1pm & 1 to 5pm

**Location:**

- Chelsea and Westminster Hospital, 369 Fulham Rd, London SW10 9NH

**Requirements of the role:**

Age: You must be 16 years or older to volunteer in this role

Accessibility: This role is suitable for wheelchair users and/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 sign in and out of shifts using the My Impact app – this is essential so the Volunteering service knows your whereabouts
- You must be self-motivated; with an ability to think on your feet and work independently
- You must operate within the boundaries of this role for your own safety
- You must be punctual and dependable
- You must have a professional and friendly demeanour
- You must be resilient – you will see patients whom will be distressed and in pain – some people can find this distressing
- You must follow Trust guidelines on reporting any Covid symptoms, practicing social distancing, wearing PPE (which the Trust provides), and practicing good hand hygiene
- If you are not sure of a task or of using PPE, you must ask for help at any time

Pre-placement checks and training:

- You must have an enhanced adult criminal record check (DBS) for this role. If you do not have one already then we can organise and pay for one
- You will need to complete a Covid-19 Health Assessment Survey before your placement
- You will receive a Core volunteering induction
- You must complete the Information Governance module before your first shift
- You will also receive a local induction and extensive training in the Outpatients areas

You must complete pre-placement training and also attend a briefing session during your first shift, where you will be shown how to use PPE appropriate for the different areas. You will also shadow an existing volunteer where possible.

**Matron:** XXXXXXXX

**Senior Sister:** XXXXXXXXX

The nurse in charge is responsible for overall coordination of the volunteering role. They will ensure that their staff members are aware of the role and are ready to provide volunteers with their local induction.



### Volunteering Hub:

You must report to the Volunteering Hub at the start of your shift, where you will be briefed on any up to date information for that day. The Volunteering Hub is closed during weekends, so for weekend shifts this will not be needed. You will always need to start & stop your clock on your Better Impact app for any shift.

The Volunteering Services team is available for any queries, questions or just a chat, and you are also welcome to have a drink or snack in the Hub when needed.

The senior volunteers are there to support you during your volunteering placement. You can schedule your shifts with them, discuss any issues, and let them know if you are unable to attend on a particular shift.

### Personal development:

This role will provide you with an insight into a busy department in the hospital. You will gain an insight into many aspects of the Trust and will develop important transferrable skills such as communication, problem solving and team work. You will also play a small but vital front-line part in supporting patients.