



Volunteer Audit/Research Assistant Volunteer

Job overview

This is an exciting opportunity to gain valuable experience of working in a NHS team to assist in analysing data collected from patient satisfaction surveys. It will mainly be office based, using information collected from surveys and our RIO patient record system.

You will be encouraged to contribute to the development of the service by giving feedback to your placement manager about the role that you are involved in.

Main duties of the job

- Support patients to complete the Patient satisfaction survey.
- Look at themes from the survey and discuss with the ward manager to see how we can address dissatisfaction.
- Audit RIO for patients who do not have updated support network engagement information.
- Audit of admission packs - to check that they have been completed.
- Work with the team to update the ward visual boards.
- Maintain patient confidentiality at all times in line with Trust policies and procedures
- Any other clerical duties as may be required by the team

Working for our organisation

Oxleas – About Us

Oxleas offers a wide range of NHS healthcare services to people living in South East London and Kent and to people in prison. Our services include community health care such as district nursing and speech and language therapy, care for people with learning disabilities and mental health care such as psychiatry, nursing and therapies. Our multidisciplinary teams look after people of all ages and we work in close partnership with other parts of the NHS, local councils and the voluntary sector and through our new provider collaboratives. Our 4,000 members of staff work in many different settings including hospitals, clinics, prisons, children's centres,

schools and people's homes. We have over 125 sites in a variety of locations across the London Boroughs of Bexley, Bromley Greenwich and into Kent and manage hospital sites including Queen Mary's Hospital, Sidcup and Memorial Hospital in Woolwich as well as the Bracton Centre, our medium secure unit for people with mental health needs. We are one of the largest providers of prison health services providing healthcare to prisoners across Kent and South London. We are proud of the care we provide and our people

Our purpose is to improve lives by providing the best possible care to our patients and their families. This is strengthened by our new values:

- We're Kind
- We're Fair
- We Listen
- We Care

Detailed job description and main responsibilities

- Volunteer must have previous experience of IT
- Should be a proficient user of Microsoft Word, knowledge of other software would be beneficial.
- Some experience of research methodologies would be beneficial
- Experience of using statistics would be useful
- Must be willing to undergo training to use patient recording systems (Rio)
- Should have good communication skills and of a polite and friendly nature.
- Be willing to receive supervision as deemed appropriate to amount of client contact provided
- To comply with Trust policies regarding confidentiality at all times
- Able to commit to regular hours of work

Person specification

Knowledge Essential criteria

- knowledge of mental health

Experience Essential criteria

- experience of IT packages

Skills Essential criteria

- Good communication skills