Volunteer Role Description

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| **Role name** | **Patient Feedback Volunteer** |
| **Purpose summary** | To improve the patient and carer experience through gathering and encouraging feedback from service users and/or people who look after them at home (carers).  This could involve using the Friends and Family Test (FFT), short local surveys, or other feedback tools such as hearing patient stories or completing patient conversations. You may have to pass on concerns, complaints, or issues raised by the people you speak with to staff, so that they can be dealt with. |
| **Recruitment Manager** | Hannah Spawls, Volunteer Manager |
| **Line Manager** | Troy Crompton, Patient Experience Manager |
| **Main point of**  **contact/supervisor** | A departmental named point of contact will be provided |
| **Commitment level** | 2 – 3 hours, weekly or fortnightly for a minimum of 6 months |
| **Where** | The majority of roles will be ward-based across the hospital. However, you may be asked to work from administrative offices or in outpatient waiting areas occasionally. |
| **When** | Mid - afternoon |
| **Description of duties & core tasks** | To conduct patient experience surveys with pre-identified low risk patients with an established set of questions, gather patient stories or carry out patient conversations.  **Procedure:**   * Arrive at the hospital, sign in, and introduce yourself to the nurse in charge or another equivalent manager. * The nursing staff will sign post you to patients/carers to conduct the survey or carry out patient conversation. See attached handbook for more information. Alternatively, you may be asked to approach patients/carers in waiting areas or from a list with contact details. * The patients/carers who will be selected to be surveyed will be assessed to ensure that they are appropriate for volunteers to contact. Exceptions to this may be where you are undertaking surveys in a waiting area and patients/carers can not be pre-selected. You will receive safeguarding training as part of your induction to assist with this and have an identified supervisor should you have concerns about the person you are speaking with. * Introduce yourself as a volunteer and confirm the patient/carer is happy to take part in the survey/conversation. * Follow the role procedure to let the patient/carer know further information , such as what their feedback is being used for, and confidentiality. * You will talk through the survey questions and record the answers. This is likely to be on an iPad provided by the ward/area. Or if you are undertaking patient conversations, see handbook. * If the patient/carer has any clinical questions, always escalate these to an appropriate staff member. * Any concerns must be reported to a staff member immediately. * The patient/carer is able to stop the survey or conversation at any time and withdraw. * Inform the nurse in charge/manager that you have completed the survey when you have surveyed all available patients/carers. * It is important to follow compliance with all infection control procedures and guidelines shared with you. * Sign out when leaving the building. |
| **Skills, experience, attitudes, and qualities needed:** | * Comfortable communicating confidently * Excellent listening skills and a non-judgmental attitude * A friendly and open manner * Be able to exercise clear boundaries, staying within the role description, and to notify a member of staff of any safeguarding concerns * An open mind/approach to individuals who may be experiencing challenges * To feel comfortable in an acute hospital environment * To adhere to the Trust values of treating others with respect at all times |
| **Training and information provided** | * Volunteer mandatory training programme * Department orientation and induction * Shadowing induction sessions with an existing volunteer or staff member demonstrating the role. * Ongoing supervision, support and updates |
| **Challenges of the position** | * Conversations with patients/carers who may be going through a challenging time. It is important that the volunteer remains calm and listens politely and seeks staff support immediately if required. |
| **Boundaries of the position** | * To maintain confidentiality regarding information seen or heard or shared, but appropriate escalation when indicated. * Maintaining a professional, non-judgmental and compassionate attitude at all times and be mindful not to overtly share personal religious, cultural or political views. * Never offer any clinical advice to a patient, always talk to a staff member if the patient requires this information. * There will never be an occasion where it is appropriate to give your personal contact details to patients or become ‘friends’ on social media. * To be aware of your own support needs and seek supervision when needed or suggested. * To refer any concerns you have in respect of what you see or hear in a Volunteer role to your Supervisor or Line Manager. Alternatively, you can contact the Volunteer Services Manager or a Freedom to Speak Up Guardian (a reporting concerns process will be shared during induction). * ID and uniform must be worn at all times |
| **Reimbursement of expenses** | * Travel expenses to and from the hospital can be reimbursed * Meal vouchers for use in the staff Vu restaurant are offered if volunteering for over 4 consecutive hours in one day |
| **Potential benefits to the volunteer** | * Gain practical volunteer experience and learn about the healthcare environment * Develop skills and experience that may be transferable to paid employment, such as working as a part of a team * the improvement of the patient experience * References can be provided on completion of three months volunteering, if required * Ongoing support and supervision sessions * Making friends with other volunteers and meeting new people * Awards in recognition of volunteering contribution * Free parking |
| **Commitment to health and safety** | It is expected that you take care during your role to avoid accidents to yourself and to others, and to co-operate in maintaining your place of volunteering in a tidy and safe condition, thereby minimising risk. All volunteers must follow the reporting concerns procedure for any breaches of security or matters of concern. |
| **Commitment to no smoking** | As an NHS employer, we have a duty to our staff, volunteers, and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients, visitors and volunteers of the Trust. Failure by volunteers to comply with this requirement may result in recourse to the disciplinary procedure. |
| **Commitment to equal opportunities** | North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust’s Equality, Diversity, and Inclusion Policy.  All volunteers hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their volunteer placement. Similarly, all volunteers have a responsibility to highlight any potentially discriminatory practice to their line manager.  Information about the Equality, Diversity and Inclusion Policy is available in the Volunteer Welcome Pack. |
| **Commitment to the prevention of harassment and bullying** | We believe that all people, whether volunteers, staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.  We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned. |
| **Commitment to safeguarding** | North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all volunteers to abide to children and adult safeguarding policies and procedures. The trust expects volunteers to be dementia aware, where applicable. All volunteers are expected to share this commitment. |
| **Recruitment information** | You will be asked to provide two independent references from people who have known you for more than three years (this cannot be a family member).  Depending on your role, you may need to have a Disclosure and Barring Service (DBS) check, which will be paid for by the Trust.  All volunteer roles are subject to a 6 week trial period, after which an informal review will take place. |
| **For more information contact** | **Telephone Number:**0117 414 0110  **Email:** [Volunteer.services@nbt.nhs.uk](mailto:volunteer.services@nbt.nhs.uk)  **Postal Address**: Volunteer Services, North Bristol NHS Trust, Brunel building, Level 1, Gate 18, Southmead Hospital, Bristol, BS10 5NB |
| **Date approved:**  **Review date:**  **By whom:** | **January 2024**  **January 2025**  **Head of Patient Experience** |