

PATIENT EXPERIENCE VOLUNTEERS

Daily shifts: 10am-12noon and 2pm-4pm

Reporting to: Patient Experience Manager & PALS Officer

Objectives:

To provide information on non-clinical services available to inpatients to improve patient experience.

Tasks include:

- Working with a list of patients to be visited - provided by Patient Advice and Liaison (PALS).
- Ensuring patients have received welcome booklets (handing out where necessary).
- Inform patient about non clinical services available to them:
 - PALS.
 - Hospital volunteer service - errands, music, headsets, books, chat, recreation activities, nutrition and hydration support (including feeding), escorts from ward with staff consent.
 - Radio, TV and Wifi
 - Chaplaincy – denominations, visits, prayer centre services.
 - Support groups/voluntary organisations.
- Providing information regarding general enquiries, e.g. car park value cards, visiting times, shop opening, restaurant facilities, etc.
- Ensure patients are aware of facilities for securing patient property.
- Advise that any concerns to be raised with Lead Nurse or Nurse in Charge.
- Highlighting Friends and Family Test (FFT) and the importance of feedback to the Trust – hand out cards.
- Highlight NHS Choices cards – website and handing out cards.
- Clinical or medical issues to be raised with nurse in charge at the time of reporting.
- Signpost and/or refer to Volunteers' Coordinator, Chaplaincy or nursing staff as and when required.
- Feedback outcome of all visits to PALS to ensure continuity of service.

Person specification

- Share the Trust's value "Where People Matter"
- Approachable and friendly personality
- Good communication and listening skills
- Calm nature and is not easily flustered
- Has an interest in excellent patient care
- Has the ability to work under their own initiative as well as part of a busy staff team
- Reliable, committed, high integrity, honesty and trustworthiness
- Caring and compassionate

Training required

- Patient experience
- Sensory awareness
- Dementia friends