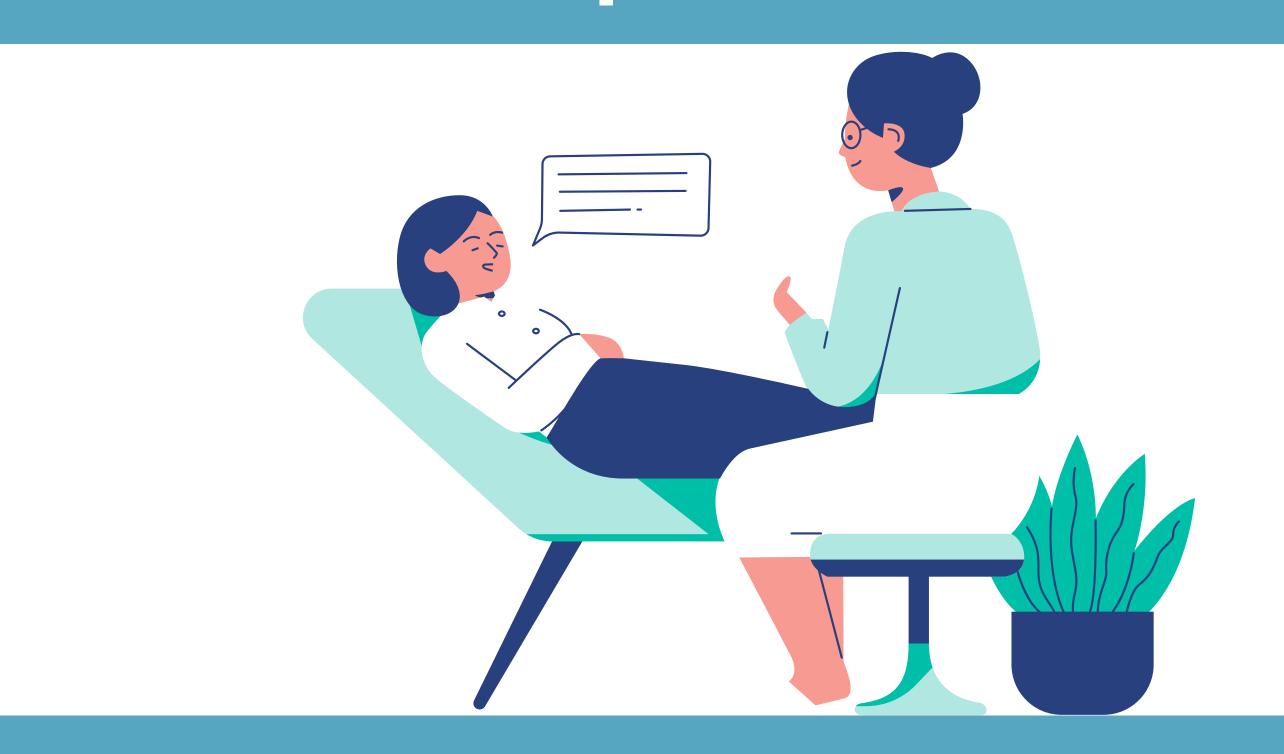




# Are you interested in being the voice of our patients to help us improve patient experience?



# Become a Patient Voice Volunteer

### What is the role of the Patient Voice Volunteer?

A Patient Voice Volunteer (PVV) is a non-trust employee who supports the hospital in improving patient experience. PVV's bring an independent perspective and are involved, as an equal partner, in a wide range of activities and programmes to improve the patient experience.

# Desired skills, experience and qualities:

- Are or have been a patient/carer using NHS services
- Motivated and interested in improving healthcare services
- Ability to communicate well and a friendly approach
- Ability to commit to a minimum of five hours a month
- Able to work independently after the initial training period
- Passionate about ensuring the patient/carer voice is heard and having an impact

## Description of duties:

- Attend and represent the voice of patients and carers in meetings constructively by offering ideas and opinions which reflect experiences of patients, carers and families.
- Act as a link between patients and the board
- Help staff to see issues from a patient, family or carer perspective.
- Ability to summarise patient feedback in writing

Please contact the Patient Experience Team to get involved:

