



The Dudley Group
NHS Foundation Trust

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:

 **01384 244404**

 **dgft.patientexperience@nhs.net**