

Feedback Volunteer

Role Description

Our Feedback volunteers play a pivotal role in improving our patients' experience as much of this role is listening and chatting with patients to gather information whilst demonstrating appropriate boundaries. Our Feedback volunteers gather feedback on the services patients receive by completing the Family & Friends test (FFT). They interact with patients to complete surveys to ensure that our patients' voice is heard and represented in line with our commitment to ensure no individual group is excluded from playing an active role in our organization. This is important to let us know where we as a hospital can improve and where we are doing well.

All volunteers will be expected to jointly work with the voluntary service department and staff in ensuring services are made available to patients in the best way possible. We would expect Feedback volunteers to become knowledgeable about the area you volunteer, and make sure that patients are comfortable, to support ward staff and become a valued and respected member of the team.

Key tasks:

Volunteers will support with the collection of patient experience questionnaires, including the 'Friends and Family Tests' (FFT); Listen and chat with patients regarding their experience whilst in the hospital; Support patients in reading, writing and recording their reply to specific questions, either in writing or electronically via a patient experience tracker tablet; provide information on improvements made because of patients' feedback; collect completed surveys from various locations in Whittington Health Trust; Any other reasonable requests that may be appropriate to the volunteer role.

Would suit:

Individuals who are outgoing, respectful, friendly, empathetic, possess excellent interpersonal skills; have a relaxed and friendly manner; well-presented and show sensitivity towards patients who may be in vulnerable situations; reliable and able to make a long-term commitment; reasonably fit and active, as role may involve walking or standing for extended periods; Volunteers should be able to communicate effectively with patients, their families, and healthcare staff; be committed to equal opportunities and diversity.

Commitment:

Volunteers will have to commit to estimated hours per week between 09:00-17:00. The hours that you commit will be entirely up to you.

Volunteers will typically undergo training and orientation sessions to familiarize themselves with the hospital's policies, safety procedures, and specific guidelines related to each ward.

How to apply:

If you would like to apply, please complete our application form, along with occupational health forms 1 & 2 and email them to whh-tr.volunteers@nhs.net We will need a photo ID along with 2 proof of address documents for an enhanced DBS check.

There will be a selection process to ensure we match the right person to each role, or other possible opportunities.

We will review your information and then arrange a time to speak with you, either in person or over the phone. You will be invited to have an occupational health appointment and will have an induction.

Please ring 0207 288 3936 for further information or e-mail whh-tr.volunteers@nhs.net

Address:

Volunteer Services Department,
Level 0, Magdala Avenue,
London,
N19 5NF.

