

Role Description – Whittington Voice Member

Role Overview:

As a Whittington Voice Member for Whittington Health NHS Trust, you will be an integral part of our commitment to ensuring that patients and service users have a voice in shaping the services and care they receive. This volunteer position offers an opportunity to make a meaningful difference in the lives of local people and contribute to the improvement of the healthcare you, and others, receive from us.

Key Responsibilities:

Our Whittington Voice Members will all have a passion for helping people live longer and healthier lives and improving the services, care and treatment they and others receive at Whittington Health NHS Trust.

Our Whittington Voice Members will treat everyone with respect and compassion and adopt a non-judgmental approach to supporting others. They will respect the confidentiality of their own feedback as well as any sensitive information shared by others. They will refrain from disclosing personal or confidential details that could compromise privacy or confidentiality.

A Whittington Voice Members will provide feedback to offer honest and constructive insights about their experiences with the service. This includes both positive aspects and areas for improvement.

In addition to identifying problems or concerns, our Whittington Voice Members are encouraged to offer suggestions or ideas for how our services could be improved. Providing actionable recommendations will help us to address issues more effectively.

Our Whittington Voice Members will take part in engagement initiatives, such as focus groups, surveys, discussions and more, both in person and virtually. Whittington Voice Members can express areas of interest or expertise to guide their involvement in engagement activities.

Whittington Voice Members will play a role in monitoring the progress and outcomes of any changes implemented in response to feedback and provide ongoing input and feedback to ensure that improvements are sustained over time.