

Volunteer Opportunities

Task Description

- Volunteer Role:** **Patient Evaluation Champion**
- Contact name:** Nancy Whiskin
- Contact details:** 0207 377 7792 or 0208 535 6772
- Service area:** Barts Health NHS Trust
- Vision:** **Volunteers to support the I Want Great Care agenda of patient and carer feedback on hospital experience with a view to improving the quality of care and services.**
- Objective:** Volunteers will invite patients and carers to complete a short electronic survey on discharge. They will explain the purpose of the survey. This could be either on a tablet or card form.
- Length of Task:** 6 months - flexible

Task Description

- Speak to patients who are being discharged and invite them to complete a confidential survey on their care.
- Referring any patient concerns about their clinical care to a nurse
- Collecting the electronic tablet from the central office and returning it after use
- Speaking to staff about the data and making sure they are aware of the ward results, both positive and negative
- Inviting staff to complete the staff friends and family survey

Person Specification

- Friendly and positive
- Good communication skills
- Ability to work in a team
- Compliant with requests from staff
- Able to uphold the Vision and Values of Bart's Health Trust
- Ability to actively listen
- To be respectful and understanding of different patients cultures, ethnic and minority backgrounds
- Creative and spontaneous to patients needs
- Objective and non-judgemental
- Comply with confidentiality and disclosure
- Second language would be an advantage

Training

- Welcome Induction and Introduction to the Vision and Values of the Trust
- Fire Training
- Health and Safety
- Moving and Assisting
- Basic Food hygiene
- Confidentiality and Disclosure
- Safeguarding

Uniform

- Tabard or T-shirt and Identity badge to be worn at all times.

Benefits

An experience of being part of the largest health Trust in Europe, regular volunteers bulletin, social occasions, and reference provided in line with policy.

