NHS
West London
NHS Trust

Appointment Reminder Volunteer

Could you help us reduce our patient non-attendance rates so that their care is not delayed?

Our Community and Recovery Mental Health Services work across Ealing, Hounslow and Hammersmith and Fulham offer a range of mental health services. As an Appointment Reminder Volunteer you will be volunteering alongside our Health Centre Administration staff by calling patients to remind them of their appointments.

When patients miss appointments, it delays their care. You will provide essential support to our patients by helping them prepare for their appointments and help the team understand why a patient might not be able to make an appointment and support them to find a solution so they can come. You could help them arrange a translator, change the date of their slot or advise on public transport. You'll be making a massive difference to a patients' experience and help us reach more people who need our help.

To be successful for the role, the following is required:

- Completed online volunteering application form
- An informal volunteering interview
- Standard DBS check
- X 2 references
- Completion of core and local induction training

What does the role involve?

- As part of the team, you'll contact patients to remind of their coming up appointments.
- You'll update all patients details where necessary.
- You'll demonstrate good customer care relations on the phone with patients, valuing each individual.
- You'll undertake light admin duties where necessary like helping with outgoing mail, filing and other tasks.
- You'll ensure that all queries are dealt with in an efficient, helpful and courteous manner.
- You'll attend the busy clinic and help patients to complete feedback forms so we can learn about what areas to improve
- You'll adhere to the relevant policies and procedures of the Trust, including Infection control, Health and Safety, Safeguarding, Equality and Diversity, Data Protection and Confidentiality and Incident Reporting policies
- You may engage with opportunities to get involved in other areas of the Trust's work, including our NHS careers

Volunteers are not expected to be involved in any of the following:

- Clinical or medical treatments of any kind
- Psychological interventions

What skills and qualities do you need?

West London NHS Trust is committed to equal opportunities and welcomes applications from all sections of the community.

- You'll have excellent communication skills, be empathetic and non-judgemental.
- You'll treat all people with politeness, dignity and respect
- You'll have patience and the ability to relate and respond well to people.
- You'll understand the importance of confidentiality and following procedures.
- You'll be able to work on own initiative and as part of a team
- You'll be reliable and punctual
- You'll have good IT and administrative skills.
- You be able to work as part of a team
- You'll be committed to uphold Trust core values (**Togetherness, Responsibility, Excellence, Caring**) and NHS policies

What we can offer you

- A full induction, training or brief to your role
- On-going support and guidance from a member of staff
- The opportunity to develop your personal and professional skills
- The opportunity to get involved in other areas of The Trust's work, including NHS careers
- Provide you with a uniform
- Reimbursement of reasonable expenses
- The opportunity to contribute to our mission supporting outstanding patient care.

Time commitment

There is an expected minimum commitment once a week for at least 6 months for this role

The general time options activities could occur (these are not specific scheduled shifts)

	Morning	Afternoon	Evenings	Nights
Monday	X	X		

Tuesday	X	X		
Wednesday	X	X		
Thursday	X	X		
Friday	X	X		
Saturday				
Sunday				

Number of volunteers needed

We will need 1 volunteer(s) for this role

'West London NHS Trust is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.'