

Patient Feedback Volunteer

Could you help enhance the experience of our patients?

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's quick and anonymous way for patients to give views after receiving NHS care or treatment.

Often clinicians don't have the time to support or patients may be too stressed in the moment to complete the survey with a shortfall in follow up support for this post-discharge. As a Patient Feedback Volunteer you will be part the [Liaison Psychiatry team](#) of mental health professionals and administrative staff based in acute general hospitals to significantly increase patient feedback response rates, contributing to important continuous improvement of the service which is patient feedback led.

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

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

What does the role involve?

- Meeting with patients after they have been seen by Liaison Psychiatry Services and supporting patients to complete a friends and family test
- Visiting Emergency Departments in Acute District General Hospitals and in patient wards in the district general hospital
- Contacting patients on the telephone after they have had an intervention from Liaison Psychiatry Services, and completing a friends and family test.
- Communication with patients and staff
- Help to co facilitate an expert by experience focus group to feedback and co-develop the Liaison Psychiatry service
- Adhere to the relevant policies and procedures of the Trust, including Infection control, Health and Safety, Safeguarding, Equality and Diversity, Data Protection and Confidentiality policies
- Opportunities to get involved in other areas of the Trust's work, including our NHS careers

This role outline is binding in honour only, and is not intended to be legally binding

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

- Clinical or medical treatments of any kind
- Provide personal care
- Deal with complaints and incidents
- Chaperoning patients
- 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.

- Non judgemental
- Be respectful of others
- Committed to equal opportunities
- Have good interpersonal skills and be friendly and approachable
- An ability to communicate well and enjoys talking to people
- Happy to work on their own as well as in groups
- Be reliable and trustworthy
- Able to work as part of a team
- An interest in developing new skills
- Able to complete tasks effectively and efficiently
- 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 time commitment of 2 hours per shift with up to 3 times a week

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

	Morning	Afternoon	Evenings	Nights
Monday	x	x	x	x
Tuesday				
Wednesday	x	x	x	x
Thursday				
Friday	x	x	x	x
Saturday				
Sunday				

Number of volunteers needed

We will need 3 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.'