



Role Description

Volunteer role:	X-Ray Department Volunteer
Based at:	X- Ray Department, Homerton University Hospital
Days/times:	Within the hours of 8:45-1pm & 1pm-5pm Monday to Friday
Volunteer Supervisor:	Cheryl Hill/Mavis Watson
Main purpose:	To welcome patients entering the X-Ray Department, directing them to the correct area and helping with queries as required

Background

The X-Ray Department sees thousands of patients each week for a range of procedures. There are at least 8 different areas that a patient might be seen for imaging or procedures and most patients have to pass via the reception desk in x-ray 1. Once 'checked in' electronically the patient is directed to wait in the appropriate area for their examination as follows

- X-ray 1 (MRI/US and X-ray)
- X-ray 2 (CT/Mammography/Dexa/Breast screening or X-ray)

Crucially the patient has no communication with anyone further until the clinical staff are free to perform their examinations. With several different queues in operation at once patients can feel that they are not being treated fairly and also feel powerless because they have no concept of how long they might be waiting. The Radiology volunteer will provide this important interface and will be essential in providing a good patient experience.

The ideal candidate will be one who participates as part of the Radiology team and takes a pro-active approach by using their own initiative to ensure that patients feel like individuals, are empathised with and assisted as appropriate within the remit of 'volunteer'. They will also escalate appropriately any issues to the clinical or reception staff in a bid to head off any chances of Radiology failing to meet the expectation of the patient.

Duties

1. Welcoming patients to X-ray with a smile and acknowledgement.
2. Directing the patients to the correct desk if necessary.
3. Answering any patient queries as necessary e.g. non-clinical questions such as 'am I in the right place?' or 'where is the nearest toilet?'
4. Monitoring the patient queue and speeding up the process of 'checking in' by identifying patients with imminent appointments and expediting their journey so that they are not late for their appointment slot.
5. Identifying early the need for advocacy or interpretation services and making clinical staff aware of this.
6. During very busy periods assist in identifying the next 2 patients who need to get changed for a plain film examination and providing them with our leaflet about how to prepare for their x-ray if cubicles are available.
7. Ensuring plain film x-ray patients are kept up to date on approximate waiting times.
8. At direction of radiographers 'queue-bust' in x-ray 1 by taking patients out of the X-ray 1 queue and taking them to X-ray 2 for imaging.
9. Handle queries from patients about waiting times for their examinations and find out the necessary information from clinical staff.
10. Encouraging patients to give feedback on their experience of the X-Ray Department by using the Patient Experience Tracker (PET) device or using the Patient Experience feedback cards available in Radiology.
11. Knowing how to advise a patient who wishes to make a complaint and directing them appropriately if they are unhappy with solutions/efforts made by the clinical team or would prefer to take the complaint outside Radiology.

X-Ray Department Volunteer

Essential

- Aged 18 or over
- Able to commit reliably to at least 3 hours a week for a minimum of six months
- A commitment to improve the patient's experience of their time in hospital
- Reasonably fit and active as the role entails standing or walking for most of the time.
- Well presented, with a friendly and approachable manner and good verbal communication skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- An ability to learn the lay-out of the hospital
- An ability to be patient and calm even in the face of difficult situations
- An ability to act on own initiative within the role description
- A willingness to be flexible and to follow the guidance of a Volunteer Supervisor, clinical or reception staff.
- A commitment to the Trust's equal opportunities and diversity policies
- A willingness to abide by Homerton volunteer guidelines, including rules on confidentiality, health and safety and manual handling
- To be willing to receive training in customer care, communication skills and any other areas as appropriate to the volunteer role

General information

- Volunteers should not undertake duties outside this role description without checking first with their Volunteer Supervisor.
- Volunteers must not undertake any manual handling tasks.
- A volunteer can offer emotional support and empathy but must under no circumstances offer advice or a medical opinion on a patient's treatment or assist with anything of a clinical nature.
- Volunteers are reminded of the importance of confidentiality at all times. They must under no circumstances discuss patients' affairs with any person other than the relevant staff. If a patient discloses information relevant to their condition, the volunteer should direct the patient to speak to the Radiographer/Sonographer or Radiographic Assistant in charge of the area.
- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.

How could I benefit from this role?

- You will have the opportunity to learn about NHS systems and procedures which may benefit those seeking a career in the health service.
- You will get to meet and volunteer alongside NHS professionals and informally learn from their experiences and practice.
- You'll get to share your ideas on ways in which the role could be developed or expanded based on your experiences within Radiology.
- Your opinion as a 'lay person' will be invaluable to Radiology leads to inform decision making about improvements to the service.
- You will be required to speak with sensitivity to a diverse range of people from a variety of backgrounds and with a broad range of experiences. This could help you develop your communication skills and your self-confidence.
- You will have access to the Trust's induction programme and to ongoing support from our volunteer programme staff.
- Your travel expenses will be reimbursed up to an agreed maximum on production of receipts.
- Volunteers with us for 6 months or more will be provided with a performance based reference.