



## Role Description

<b>Volunteer role:</b>	<b>Patient Survey Volunteer</b>
<b>Based at:</b>	A range of wards and departments, dependent on need, Homerton University Hospital, Homerton Row, London, E9
<b>Days/times:</b>	A minimum of 3 hours per day on two days a month, with days/times to be agreed.
<b>Volunteer Supervisor:</b>	<b>Margaret Howat, Head of Patient Experience</b>
<b>Main purpose:</b>	To gather feedback from patients and service users about their hospital experience

### Background

Gathering patient and service user feedback is a top priority for the Homerton. We were the first hospital in the UK to use a hand-held survey device to get almost instant information about a patient's experience in a particular ward or department. We continue to use an electronic device to gather information and get comments on patient and service user care.

We are looking for volunteers who are able to help carry out our surveys. If you are confident, friendly and outgoing or wish to improve your confidence this is the role for you! By volunteering in this role, you will help us find out the views and opinions of people using the hospital services - what we are doing well and what, and how, we could do better.

### Duties

1. To approach patients or service users in a particular area asking them to take part by completing the survey
2. To ask a patient or service user a series of agreed survey questions, recording their responses as agreed with the Volunteer Supervisor

3. To feedback to the Volunteer Supervisor any areas of concerns with using the devices

## **Person Specification**

### **Patient Feedback Volunteer**

#### **Essential**

- Aged 18 or over
- Able to commit reliably to at least 3 hours per day on two days a month, for a minimum of six months
- Well presented, with a friendly and approachable manner and good verbal communication and listening skills
- An ability to relate well to people on a one to one basis and be sympathetic to others' situations
- Basic IT literacy
- 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
- A commitment to the trust's equal opportunities and diversity policies
- Volunteers must adhere to the Homerton's volunteer guidelines, including rules on confidentiality, health and safety, safeguarding adults and children and manual handling
- To be willing to receive training in customer care, communication skills and any other areas as appropriate to the volunteer role

#### **Desirable**

- Experience of survey work

#### **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 Nurse in Charge.

- Volunteers are complementary to paid staff and must not be used to replace roles that are usually undertaken by hospital employees.