

## Patient Contact & Feedback

## Volunteer Role Description



### Role

The Patient Contact & Feedback volunteer supports NCH&C by gathering feedback from patients and/or contacting patients prior to visits for Community Nursing & Therapy team clinicians.

### Role purpose

Volunteers will either be



- phoning patients (who have recently received treatment from community teams, other specialist services, or as a hospital inpatient) in order to carry out NHS Friends & Family Test surveys *or*
- carrying out pre-appointment calls to patients to remind them to expect a visit and to check they have the necessary items (eg eye drops, creams, medication etc) ready to be administered by the visiting clinician.

By carrying out this role, volunteers will be adding to the total feedback, both positive and negative, received by NCH&C on its services enabling the Trust to respond to patient feedback, and thereby to improve the services offered.

Volunteers will also help reduce clinical time wasted on 'failed' visits by ensuring patients in the community are fully ready to receive their visit.



### Time commitment

2-3 hours per week



### Location

Either based at an NCH&C site or remotely from the volunteers own home.

### Role Responsibilities

Activities you may be asked to carry out in this role :



1. To make phone calls to patients, from a prepared list.
2. To carry out the Patient Experience survey and various Hospital Discharge surveys, with those patients who have agreed to do this.
3. To record the responses through the online link and record the number of surveys completed.
5. To report back to staff any concerns which arise
6. To confirm appointment times with patients and check they have the necessary clinical items to enable the visit to be completed



### Our Responsibilities

You will be supported by your Volunteer Co-ordinator, who will also support you through your induction and provide ongoing support throughout your time as a volunteer.

## Patient Contact & Feedback

## Volunteer Role Description



### Volunteer profile

A Patient Contact & Feedback volunteer will be friendly, compassionate and enthusiastic about supporting the work of NCH&C NHS Trust.

In addition, they will have / be:

1. A friendly and approachable manner.
2. A good command of verbal and written English
3. A commitment to undertake training appropriate to the role
4. A good understanding of the importance of confidentiality
5. Good communication and interpersonal skills including an excellent 'telephone manner'
6. Ability to work with the technical requirements of the role , competent and confident using IT
7. A flexible approach and attitude
8. Punctual, trustworthy and reliable
9. Responsible, mature and honest
10. Non judgemental
11. Willing to treat all patients, relatives, staff and other volunteers with consideration, politeness, dignity and respect
12. Able to deal with patients who may be angry or upset
13. Able to work within the guidelines
14. Able to accept appropriate supervision and guidance from staff

### Registration and training

All volunteers will need to provide two appropriate character references. All volunteers will have attended the Volunteers' Induction day session. Your volunteer induction will give you all the information you need to feel confident to volunteer with us, and in addition you will attend a site induction session specifically to learn about the the practicalities of volunteering in this specific role.



### **Expenses information**

We do reimburse volunteers for any reasonable expenses, mainly travel expenses, for roles which involve attending an NCH&C site.



### **Training**

All Voluntary Norfolk volunteers must complete some training before they can start to volunteer. This will involve an in-person induction session (accommodations can be made for volunteers that cannot attend in-person sessions, due to the nature of the role).



### **Further Information on the role**

For further information on this role, please contact [Volunteering@nchc.nhs.uk](mailto:Volunteering@nchc.nhs.uk)

### **How to apply**

To apply for the volunteer role please complete our [online registration form through the MyImpactPage](#).

This role description is not intended to be a legally binding document, and it applies for the duration of your volunteering time with Voluntary Norfolk. No volunteering will substitute a paid member of staff.