

Patient Experience Volunteer role description

The volunteer role for patient experience will be to support the hospital in obtaining feedback from patients and their families more frequently regarding the experience that they have whilst attending Great Ormond Street Hospital (GOSH).

Volunteers would be required to help with collection of feedback in a variety of ways and places but particularly using electronic hand held devices and approaching patients and their families whilst they are within the hospital. Volunteers would be required to support the trial of different systems and help with the pre and post implementation of changes to systems and procedures in order to evaluate which systems are more favourable and easy to administer. Working closely with the Patient & Public Involvement & Experience Officer and under guidance of the Assistant Director of Nursing, the volunteers will liaise with patients and their families to obtain feedback on the experience they receive whilst a patient at GOSH.

Time commitment:

Four hours on a Wednesday once a month initially.

Key tasks:

Patient experience activities would include:-

- Attending a ward and approaching patients and their families to see if they will take part in a patient experience survey.
- Potential of attending clinical outpatient departments and approaching patients and their families to see if they will take part in a patient experience survey.
- Supporting patients and their families in taking part in a patient experience survey and where required explaining questions or listening to concerns.
- Talking to patients and their families regarding their experience and the usefulness of undertaking survey's whilst on the ward or in outpatients
- Using hand held electronic devices with patients and families to gather responses to patient experience surveys.
- Providing feedback on how the methodology of collecting more frequent feedback is obtained and what works well in practice.
- Providing feedback on the use of technology and devices in collecting survey results and feedback.
- Providing feedback on how the ward receives a drop in patient experience volunteer to speak to patients and families.
- Collecting other relevant information as required eg staff or patient experience surveys if necessary.
- Talking to patients and their families as relevant to the issue being addressed and measured.
- Collating measurements and information using IT skills and software such as Microsoft Word, Excel and PowerPoint as well as using hand held devices such as IPADS and touch screen technology.

Desired skills and experience:

- This volunteer role would be ideally suited to people who are over the age of 18 and energetic who may be studying for a relevant course where such skills are required or utilised, those interested in a career in healthcare or anyone who has an interest in measuring and collecting patient experience information from patients and their families.
- Observant, detailed.
- Diplomatic and sensitive
- IT literate – able to use Microsoft Office package – Word, Powerpoint, Excel and capable of using new technologies such as hand held devices and touch screens

We will provide:

- Supervision and support from a dedicated member of staff at GOSH

- Induction to GOSH
- Specific training for the role
- Local induction to the ward or department
- On-going up-dates and information
- Reimbursement of travel expenses (maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after six months of volunteering