

Friends and Family Test Feedback Support Volunteer role description

Background

The Nursing and Patient Experience Team is a growing department at Great Ormond Street Hospital (GOSH). This new, exciting role has been created to support the Friends and Family Test - which is a Trust-wide patient experience survey.

Regular feedback from families about the care and treatment of our patients is vital for making improvements. The Friends and Family Test (FFT) gives patients, parents and carers the chance to explain whether or not they would recommend the ward to friends or family if they needed similar care or treatment. The FFT, which has been implemented across the NHS, aims to ensure transparency, celebrate success and galvanise improved patient experience.

Patients and families are asked the following question: **“How likely are you to recommend our ward to friends and family if they needed similar care or treatment?”**

Participants can respond by selecting from a scale, from ‘extremely likely’ to ‘extremely unlikely’. A follow-up question asks patients and families why they gave the answer selected. Improvements are made based on feedback received to ensure that there is continuous improvement in experience and satisfaction.

The Friends and Family Test was implemented at GOSH in inpatient areas in April 2014 and is now expanding to include outpatients and day cases so that everyone is offered the opportunity to feedback about their experience when they come to GOSH. The Trust is also developing a child and young person version of the FFT so that the patients can also tell us what they think about coming to the hospital.

Role outline

The main purpose of the role is to support the administration of patient and family feedback and to promote the results across the Trust. The volunteer(s) should bring to the role:

- Experience, knowledge or interest in the data entry of paper based forms into an electronic system
- Experience or an interest in talking to staff, families and patients within a ward environment
- Have an interest in promoting feedback mechanisms and results from feedback within the hospital
- Have an interest in interpreting feedback from patients and families and to use this as a base to think about where improvements can be made to make experience better when coming to GOSH

In the first instance, the volunteer(s) will be supervised by the Patient Feedback and Systems Officer. The volunteer(s) will have an active and equal role in discussions about feedback received by the Friends and Family Test and where necessary be invited to the Friends and Family Project Group to share thoughts and to voice learning for improvement.

Time commitment required

One volunteer for two days per week or two volunteers for one day a week each
The days worked can be flexible throughout the week if required.

Length of term

In the first instance, the volunteer will need to commit to the role for six months. After this time, the Patient Feedback Officer will discuss extension of the role with the Assistant Chief Nurse and Friends and Family Test Project Group.

Key Tasks

In general, the volunteer contributing to this role will be asked:

- To support the data entry of paper based feedback forms received by patients and families into an electronic system

- To support other administrative tasks related to patient feedback
- To alert relevant staff of any issues or need for action, based on comments written on feedback cards
- To attend wards to ensure that they have the right resources to facilitate the Friends and Family Test
- To engage with staff, patients, families and the general public about results of the Friends and Family Test
- To improve the Friends and Family Test process based on observations from staff, patients and families
- To contribute to quality improvement at GOSH based on the feedback from patients and families

Desired skills and experience

The personal qualities of the volunteer are vital in ensuring both the individual and the organisation can benefit from the experience and/or expertise they bring. In general, the volunteer should:

- Be IT literate – able to use Microsoft Office package – Word, PowerPoint, Excel
- Have good communication skillset
- Have the willingness, interest and ability to learn about particular programmes
- Provide opinions about the promotion of the Friends and Family Test, results from feedback and actions to improve
- Be able to work as part of a team
- Maintain confidentiality at all times

We will provide

- Supervision and support from a dedicated member of staff at GOSH (Volunteer Coordinator)
- Induction to GOSH
- Specific training for the role
- Local induction to the wards or departments
- Ongoing updates and information
- Reimbursement of travel expenses (maximum of zone 6 return journey)
- A meal allowance of £2.50
- References can be provided after 6 months of volunteering