

# **Patient Experience Volunteer**

## **Background/Purpose**

Healthwatch is an independent body whose role is to improve local health and social care. It strives to make sure that health and social care services are meeting local need. We ensure that the public's voice is heard regarding how local services are run, any plans to change those services, and in identifying gap in services.

We speak to patients and local groups to find out what their health issues and priorities are and listen to people from every part of our community in the Borough. We collate patient experiences anonymously into a report for NHS/LA providers (e.g. hospitals, GPs, care homes etc.) that summarise the main themes and issues raised. We also make recommendations, and all providers are obliged to respond to reports stating how they are going to address any issues.

## **Tasks:**

- Visit local services to collect patient feedback
- Conduct telephone interviews with local residents to collect patient feedback
- Listen carefully to their feedback and take notes
- Signpost people to Healthwatch website and other organisations for support when appropriate
- To input patient experience feedback into our database
- Engage with local residents
- Using social media to interact with residents and encourage them to visit our website
- Provide any support to the patients and their families/carers as required

## **Time commitment:**

- Minimum of 2 hours a week

## **When:**

- Ongoing

## **Skills/experience needed:**

- Aged 18 or over
- Good telephone manner
- Well presented, with good verbal communication and listening skills
- Understanding of, or ability to learn, personal and professional boundaries
- An ability to relate well to people on a one-to-one basis and be sympathetic to others' situation

- Basic IT literacy
- Sensitive and tactful

**Benefits:**

- CV building opportunities in Health & Social care sector
- Induction training