|  |  |
| --- | --- |
| **Role Title** | Patient Experience Volunteer |
| **Purpose of the role** | This role seeks to support the Patient Experience team (PET) interact with patients, families and carers to hear about their experience of care and treatment in NHS Lothian. This role will undertake tasks allocated by the PET at various sites across NHS Lothian seeking patient feedback through surveys, care opinion, interviews or promotional events. |
| **Where** | Primarily St John’s Hospital, Royal Infirmary of Edinburgh, Western General Hospital |
| **When** | Monday – Sunday, varying times available.  Preferred times include 2-4pm and 6-8pm. |
| **Tasks to be undertaken** | * To support patients, families or carers engage in giving their feedback through relevant mechanism e.g., surveys, gather feedback through guided conversations, handing out leaflets. * To assist Patient Experience team in promotional events engaging with patients, families, carers and staff. * Promoting Care Opinion amongst patients by sign posting them to the website and handing out information. * Support patients without internet access to document their Care Opinion story, posting it online. * Supporting patients to undertake surveys, enabling them to use either online platforms or paper. * Signpost patients to complaints process, members of staff or Advocacy services if someone wishes to make a complaint (as directed in training). |
| **Tasks not to be undertaken** | * Interaction with Patients should support hearing their story and offering a neutral response, not offering their opinion or inflaming peoples experience. * It is not their role to advocate for patient. * It is not their role to provide counselling to the patient. * Not take on responsibility to submit the complaint or liaise with relevant services. |
| **Skills, Attitudes and Experience needed** | * Good written and spoken English. * Good communication and listening skills. * Good attention to detail. * Reliable and committed. * Ability to confidently approach and interact with a variety of patients. * Ability to ask questions, engage in discussion. * Good understanding of and ability to demonstrate empathy. * Non-judgemental and sensitive approach. * Able to follow instructions. * Ability to support a variety of people to communicate and tailor their style to support that individual. * Basic computer literacy skills, able to direct people to complete survey online, link QR codes, use MS forms, Care Opinion website. * A clear understanding of, and adherence to NHS Lothian confidentiality policy. * A clear understanding and adherence to NHS Lothian core values and behaviours. |
| **Support /Supervision/ training** | * Day to day system support will be provided by the Patient Experience team and ongoing support will be provided by the Voluntary Services Team. * Training will be provided on value of gathering patient experience information, ways of gathering patient experience, tasks expected to undertake, and how to handle difficult conversations. |
| **Expenses** | Out of pocket travel expenses will be reimbursed in line with NHS Lothian’s Volunteer Expenses Procedure |
| **How to apply / what happens next** | Application Pack  Informal interview  Training  Health Status checks  Disclosure Scotland Check |
| **Created, by whom** | Rachael Honeyman and Mariska Vernon-Stroud  27 November 2023 (updated March 2024) |