



PATIENT EXPERIENCE SURVEY VOLUNTEER

Patient Experience

Location

Various wards across Hospital Sites within the UHB

Reports to

Patient Experience Survey Facilitator

Accountable to

Voluntary Services Team Manager

Time Commitment

2 hours on allocated specific days each month

Required Checks

*DBS (criminal Records Check)
Occupational Health check
Two References*

Expenses

Reimbursed travel to/from locations on day of volunteering

PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff & Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB Volunteer uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

OUTLINE OF DUTIES

The overall aim is to support the ongoing work across the organisation of ensuring that service users at the UHB are being treated and cared for in a supportive environment which promotes their recovery and provides dignity and respect. This is done through a Patient Feedback Survey.

New Volunteers will be buddied up with more experienced Survey Volunteers.

MAIN TASKS

- To liaise with Nurse Managers and staff in wards, outpatients departments and other areas across the Health Board to identify which patients may be approached for interviewing
- To treat all patients with dignity and respect
- To spend time in conversation and listening
- To seek informal consent from the patient before progressing with the questionnaire
- To complete the appropriate survey inviting patients to give their feedback and helping them as required
- To ensure adherence to infection control guidance when undertaking multiple questionnaires
- To follow safeguarding policy and procedure

TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction. Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.

Volunteers will be treated inclusively by the Voluntary Services Team and will be offered ongoing supervision and guidance.

COVID19 SPECIFIC GUIDANCE

- All Volunteers will need to complete an individual risk assessment prior to starting
- All volunteers must be aware of the need to stop volunteering should they feel unwell or if they live with someone who has symptoms and to follow the latest government and NHS advice especially regarding COVID-19 symptoms
- Training and guidance may be provided via e-learning or virtual technology where needed
- Volunteers will be provided with the required levels of PPE

BENEFITS TO THE VOLUNTEER

This role offers:

- Experience of team working
- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills and experience
- The opportunity to meet new people

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	✓	
Experience of working in a health care setting		✓
Good communication skills	✓	
Ability to speak Welsh		✓
Ability to work on own initiative and as part of a team	✓	
Reliable and punctual	✓	
Experience of befriending		✓
Experience of volunteering		✓
Willingness to undertake training	✓	
Available to volunteer for the specific days per month	✓	
Enthusiastic and outgoing	✓	
Willing to learn how to and use digital surveys	✓	



*Kind and
caring*

Respectful

*Trust and
integrity*

*Personal
responsibility*

