

**Reference Number: PCHRV**  
Closing Date: No closing date

## Patient Experience Response Volunteers

North West Anglia NHS Foundation Trust are always looking at how we can enhance our patients experience whilst they are with us. Patient Experience is at the heart of everything we do at our Trust and we are currently seeking volunteers to support our patients by working as part of a new Response Team who will be deployed across the hospital to help out where needed on any given day. Our aim is to ensure that all of our patients are getting the practical, emotional and medical support they require. We know that COVID has changed many things in our communities and the hospital has also had to adapt our way of working to facilitate smooth operation of our clinical areas which is why now is the best time to introduce this exciting new role. This volunteer role will mean you will be doing something different each shift, sometimes working in one area, other days working alongside a number of teams as you will be on call with a paging device to be able to make the most of your precious time with us.

**Location:** Peterborough City Hospital, Ward Based but working across varied Teams as the needs arise.

### **Days/Hours required:**

Volunteers required: Monday – Friday

Shifts flexible between the hours of: 9am – 1pm or 1pm - 4.45pm

### **Main Tasks:**

- Sitting and talking to patients offering companionship and practical support whilst still maintaining volunteer specific boundaries (ie. No personal care)
- Specific patient support such as helping pack a patients bag to go home or helping them with a meal order
- Helping with the tea/coffee rounds on Wards and Outpatient Departments
- Picking up patient medication from our Pharmacy before they are discharged
- Supporting the delivery of lunches if needed
- Activities with patients; we know being in hospital can be a tedious process for some, so sitting with a patient and doing a quiz or a crossword can really make their day but we also have plenty of other resources we can use with patients such as puzzles, old fashioned games, reminiscence software packages loaded onto our iPads which can get patients very engaged
- General problem solving – such as finding a hearing aid battery or helping patients make phone calls to loved ones
- Speaking to patients to see what is worrying them most and potentially signposting them to services in the hospital or the community that might be able to contribute to their journey once they leave the hospital

## Requirements:

Due to the amount of training you will receive we would like you to have a commitment of 6 months to volunteering and to attend at least one 4 hour shift per week.

You will need to be a people person with a flexible approach and to have excellent communication skills, be able to engage people in a confident manner to begin conversations and be able to work well within a team. This is a very rewarding role in our volunteer team and can provide relevant NHS experience for volunteers wishing to join our staff team. Our Volunteer Services Team will work with you to achieve the desired outcomes of your volunteering journey with us.

You will need to have an enhanced DBS check, which we will pay for.

All successful applicants will receive a full volunteer induction, specific training in nutrition and hydration, dementia awareness, stress management techniques, conflict resolution skills, and access to further online training as well as on-going support in the role from a dedicated Volunteer Co-ordinator. You will be issued with a volunteer badge/uniform, a parking permit and be able to claim travel expenses within a 20 mile radius of the Hospital. Core training needs to be refreshed every 12 months and you need to be able to attend those sessions.

This is one of our more versatile volunteer roles and you will need to be free of underlying health conditions to be able to work on wards safely. You will also need to complete a risk assessment before you join us and provide proof that you have been double vaccinated.

Timeframes: This is a new programme and we estimate that this role will start to roll out in early October with a full roll out from 1 November 2022.

## How to apply:

[Visit our website here](#) for more information and to submit an application online, alternatively contact the volunteer team for more information on 01733 673386.