

<u>ROLE DESCRIPTION</u>	
Role Title:	Patient Experience Capture Volunteer – phoning patients who have accessed LPT services to ask about their experience and complete online surveys over the telephone
Role Purpose:	Calling patients to undertake patient experience survey over the telephone. Complete the survey's online using the Trust Survey System
Base:	Working from home
Hours:	Monday to Friday between the hours of 09:00 to 17:00 (minimum of three hours a week)
Reports to:	Patient Experience Facilitator
Key Tasks:	<ul style="list-style-type: none"> • Contacting service users through a telephone contact list provided • Carrying out telephone surveys calls with service users, for around 10-20 minutes • Completing an online survey form with the service user • To provide updates to the Patient Experience Team on a regular basis • To report back any issues or concerns to the Patient Experience Team
Person Specification and Requirements	<ul style="list-style-type: none"> • Good communication skills • Able to follow instructions • Willingness to help and work to time targets • Punctual and reliable • Able to work independently and as part of a team • Understanding of need for confidentiality • Must have access and be able to use emails. • Commitment to uphold trust core values and NHS policies • To take part in training essential for the role • To attend and take part in meetings/updates with Patient Experience Team
Training and Support Needs	<ul style="list-style-type: none"> • Information Governance • Health and Safety • Infection Prevention and Control • Use of Personal Protective Equipment (PPE) • Confidentiality • Safeguarding • Equality and Diversity • Local trust induction and orientation • Any other mandatory training as specific by the trust <p>A standard/enhanced DBS is required for this role. This is processed free of charge for volunteers.</p>

February 22

COVID 19 Guidance	Training, guidance and induction to be provided via e-learning or virtual technology where possible
Note	Access to own mobile phone with free minute call time to undertake calls
COVID-19 Guidance	<ul style="list-style-type: none"> • In line with government advice volunteers must: <ul style="list-style-type: none"> ○ Be healthy, fit and well ○ Not be pregnant; ○ Not fall into one of the population groups that are considered to be more vulnerable to COVID-19 (list here) • All volunteers must be aware of the need to stop volunteering should they feel unwell and to follow the latest government and NHS advice for the public especially regarding COVID-19 symptoms.