

Role	Talk and Listen volunteer
Purpose	Working across the Trust talking and listening to patients and carers about their experiences of LPT services. You will be buddying up with staff from the Patient Experience Team to collect Friends and Family test data. The location will be at various bases across the Trust covering Leicester, Leicestershire and Rutland, and will be allocated based on your choice. This information helps services to drive quality and patient experience in services and is part of a wider programme of quality improvement work across the Trust.
Base	Various - LPT delivers over 100 different services from various locations across Leicester, Leicestershire and Rutland. Whatever will be most suitable to the volunteer can be allocated.
Hours	Flexible (please note a 6 month commitment is required for this role) Feedback sessions will take place in 3-4 hour blocks This role will be reviewed on a 3 monthly basis
Reports to	Patient Experience and Involvement Officer
Key Tasks	<ul style="list-style-type: none"> <li>• Attendance at various clinical bases across the Trust to gather feedback.</li> <li>• Facilitate (with support) service user/carers to complete FFT, experience questionnaires, and focus group sessions which will enable LPT to capture feedback and improve services where applicable.</li> <li>• Support service users and carers with reading, writing and recording their reply to specific questions, either in writing or via an electronic device.</li> <li>• Input views and ideas relating to process required to capture this feedback.</li> <li>• Provide information on improvements made as a result of patient's feedback.</li> <li>• Liaise and share any advice to the manager within that area or the Patient Experience Team</li> <li>• Update patient experience displays; PALS and complaints leaflets, Patient experience posters, and You Said, We Did information.</li> <li>• Data inputting of FFT cards, training will be given to input FFT data onto a computer system.</li> </ul>
Person Specification and Requirements	<ul style="list-style-type: none"> <li>• Good communication skills including reading and conversing with a wide range of people.</li> <li>• The role is suitable for volunteers over the age of 16, however there will be some areas like our Mental Health areas where you will need to be over the age of 18</li> <li>• Able to follow instructions</li> <li>• Willingness to help and work to time targets</li> </ul>

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	<ul style="list-style-type: none"> <li>• Punctual and reliable</li> <li>• Able to work independently and as part of a team</li> <li>• Understanding of need for confidentiality</li> <li>• Must have access and be able to use emails.</li> <li>• Commitment to uphold trust core values and NHS policies</li> <li>• To take part in training essential for the role</li> <li>• To attend and take part in meetings/updates with Patient Experience Team</li> </ul>
<p>Training and Support Needs</p>	<ul style="list-style-type: none"> <li>• Complete Trust Mandatory Training and keep this updated throughout your duration of volunteering</li> <li>• Local trust induction and orientation</li> <li>• Any other mandatory training as specific by the trust</li> </ul> <p>An enhanced DBS is required for this role. This is processed free of charge for volunteers.</p>
<p>COVID-19 Guidance</p>	<p>In line with government and Leicestershire Partnership Trust advise</p>