

**MASTER TEMPLATE**

<b><u>ROLE DESCRIPTION</u></b>	
<b>Role Title:</b>	Patient Experience Capture Volunteer – phoning patients who have accessed LPT services to ask about their experience and complete online surveys over the telephone
<b>Role Purpose:</b>	Calling patients to undertake patient experience survey over the telephone. Complete the survey's online using the Trust Survey System
<b>Base:</b>	Swithland House, London Rd, LE2 2PL
<b>Hours:</b>	Wednesdays between the hours of 10:00 to 13:00 (flexible with days - but a minimum of one Wednesday per month is needed)
<b>Reports to:</b>	Patient Experience & Involvement Facilitator
<b>Key Tasks:</b>	<ul style="list-style-type: none"> <li>• Contacting service users through a telephone contact list provided</li> <li>• Carrying out telephone surveys calls with service users</li> <li>• Completing an online survey form with the service user</li> <li>• To provide updates to the Patient Experience Team on a regular basis</li> <li>• To report back any issues or concerns to the Patient Experience Team</li> </ul>
<b>Person Specification and Requirements</b>	<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Able to follow instructions</li> <li>• Willingness to help and work to time targets</li> <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> </ul>
<b>Training and Support Needs</b>	<ul style="list-style-type: none"> <li>• Information Governance</li> <li>• Health and Safety</li> <li>• Infection Prevention and Control</li> <li>• Confidentiality</li> <li>• Safeguarding</li> <li>• Equality and Diversity</li> <li>• Local trust induction and orientation</li> <li>• Any other essential training as specified by the Trust</li> </ul> <p>A standard DBS is required for this role. This is processed free of charge for volunteers.</p>
<b>Note</b>	May require access to own mobile phone with free minute call time to undertake calls