

Role	Talk and Listen volunteer
Purpose	<p>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.</p>
Base	<p>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.</p>
Hours	<p>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</p>
Reports to	<p>Patient Experience and Involvement Officer</p>
Key Tasks	<ul style="list-style-type: none"> • Attendance at various clinical bases across the Trust to gather feedback. • 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. • Support service users and carers with reading, writing and recording their reply to specific questions, either in writing or via an electronic device. • Input views and ideas relating to process required to capture this feedback. • Provide information on improvements made as a result of patient's feedback. • Liaise and share any advice to the manager within that area or the Patient Experience Team • Update patient experience displays; PALS and complaints leaflets, Patient experience posters, and You Said, We Did information. • Data inputting of FFT cards, training will be given to input FFT data onto a computer system.
Person Specification and Requirements	<ul style="list-style-type: none"> • Age 18+ is a requirement for this role. • Some experience and knowledge of mental health is required for this role • Good communication skills including reading and conversing with a wide range of people. • Able to follow instructions • Willingness to help and work to time targets

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	<ul style="list-style-type: none"> • 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
<p>Training and Support Needs</p>	<ul style="list-style-type: none"> • Trust Mandatory Training • Role relevant training • Disengagement training • Local trust induction and orientation • Any other training as specific by the trust <p>An enhanced DBS is required for this role. This is processed free of charge for volunteers.</p>