**FALLS CLINIC SURVEY VOLUNTEER**

**Volunteer:** Patient Survey Volunteer

**Location/Department:** Babington Speciallist Community Rehabilitation Service

(formally Day Unit) / Falls Clinic

**Commitment:** 2 hours every 8th week of the course – 22nd December and

23rd January are the next 8th week dates

**Daily Supervision:** Service Manager

**Accountability:** Service Manager

**Description:**

The role of our patient survey volunteer is to support our ‘Falls Prevention Group’ in obtaining feedback from patients regarding the experience they have had whilst attending our weekly support group.

**Responsibilities/tasks:**

* Attending on week 8 of the course, and approaching patients towards the end of the support group, to see if they will take part in a patient experience survey.
* Supporting patients with the survey and where required explaining questions or listening to concerns.
* Talking to patients regarding their experience and the usefulness in taking part in patient experience survey’s.
* Using handheld electronic devices to gather survey responses.
* Providing feedback on the use of technology and devices in collecting survey results and feedback.

**As a volunteer, you will be expected to:**

* Maintain appropriate confidentiality.
* Report to the Service Manager
* Adhere to all guidelines for Infection Protection and Control, including adequate handwashing and PPE.
* Treat colleagues, patients and relatives with respect and compassion at all times.
* Act within the limits of your skills and training provided.

**Personal qualities:**

* Excellent communication skills
* Detailed and observant
* Sensitive and compassionate
* Polite and approachable
* Professional approach

**Training:**

* Local induction
* Volunteer Learning Programme

**Benefits to the Volunteer:**

This role offers:

* Experience of team working.
* Satisfaction of assisting others and providing an invaluable service to Derbyshire Community Health Services.
* An opportunity to develop personal skills and experience.
* Gain confidence and self esteem
* Meet new people

**To apply please use one of the following ways:**

Please email your interest to [dchst.volunteers@nhs.net](mailto:dchst.volunteers@nhs.net)

Please call the DCHST Patient Experience Team on 01773 525119

Please write to:

Patient Experience Team

Alfreton Primary Care Centre

Church Street

Alfreton

DE55 7AH