

Volunteer Opportunity Outline

Name of opportunity – Friends and Family Test Feedback Volunteer

Department :	Communications
Location:	North Devon District Hospital, Barnstaple (NDDH).
General outline of role:	The purpose of the role is to increase the volume of patient feedback, specifically the Friends and Family Test (FFT) feedback, the Trust receives from patients attending the outpatient clinics.
Key responsibilities:	The issuing of FFT patient feedback cards to patients in the outpatient waiting areas.
Key tasks involved:	<ol style="list-style-type: none"> 1. Engaging patients in the outpatient waiting areas, explaining to them about the purpose of the FFT within the NHS and inviting them to complete an FFT card before they leave. 2. Ensuring that there is a good supply of FFT cards and pens at each location.
Key people the volunteer will be working with:	Patient Experience Co-ordinator.
Time commitment – details of days and hours required and what flexibility there is, if any:	Approximately 4-5 hours on one day a week to be agreed with the Patient Experience Co-ordinator
Skills required:	The role would suit a good communicator who enjoys meeting people and is able to commit to one volunteering session a week on a regular basis on-going.
Any specific educational requirements/qualifications:	No.

Workplace training required for role, if appropriate:	Training will be provided in the following areas: <ol style="list-style-type: none">1. The purpose of the FFT within the NHS.2. The location of the various outpatient waiting areas at NDDH.
Will driving be required?	No.