

What are Patient Involvement Volunteers

The Patient Involvement Team at University Hospitals Coventry and Warwickshire NHS Trust is looking to recruit to an exciting new volunteering role.

We are seeking Patient Involvement Volunteers to primarily provide our patients, relative and carers with the opportunity to give 'real-time' feedback during their stay, which will enable action to be taken swiftly, to improve patient care.

As well as speaking to patients, relatives and carers about their experiences, this new role will provide assistance to the Patient Involvement Team in promoting exciting experience improvement initiatives within the Trust.

Depending on preference we would require volunteers to be located at both our sites, University Hospital in Coventry and the Hospital of St. Cross in Rugby.

Role Description

The role of the Patient Involvement Volunteer will involve:

- Communicating and engaging with ward staff to identify patients who are well enough and willing to take part in providing feedback as well as helping to raise awareness of various patient experience-focussed campaigns;
- Membership of Trustwide forums and Specialty Group forums to provide lay perspective;
- Undertake observational audits, including environmental, infection control, communication;
- To direct patients, where appropriate, to patient information leaflets and to ensure that those leaflets are available in wards and departments;
- Participate in action planning to address shortfalls identified through patient feedback and complaints;
- Report findings from discussions with patients to the appropriate ward or outpatient managers;
- Attend training where relevant and consistently demonstrate the Trust Values and Behaviours;
- Take part in mystery food tasting;
- Participation in staff appointment interviews

Expectations and Benefits

Patient Involvement Volunteers need to be:

- Friendly and approachable;
- Caring and good listeners;
- Comfortable approaching people to offer help;
- Able to work independently and use initiative after the initial training period;
- Emotionally mature and able to stay calm in difficult situations;
- Able to offer a regular monthly commitment to the role.

Travel and Volunteers Entitlement

Volunteers are entitled to free car parking or can have their bus fare reimbursed. A free hot drink is also available from the Main Restaurants and Staff Restaurants at the Trust.

For more information about this exciting, rewarding role please contact a member of the Patient Involvement Team on:

024 7696 5186 / 024 7696 5196

Or email

patientexperience@uhcw.nhs.uk

To download our Application Pack, please visit
www.uhcw.nhs.uk/work-with-us/volunteers

Patient Involvement Volunteers



Could you volunteer and help to improve the patient experience?

University Hospitals 
Coventry and Warwickshire
NHS Trust

We Care. We Achieve. We Innovate.