

Volunteer Role Description

At North Bristol NHS Trust patients are the most important people in the health service. They are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with a particular illness or condition.

Patients and carers can be influential partners in driving, delivering, and supporting change. We want you to provide us with constructive feedback that will help to shape and improve the patient experience in our services.

We are looking for patients and carers from across our hospitals to work with us as Patient and Carer Partners. You can have received care as an inpatient or outpatient, in any department.

Role name	Patient and Carer Partner (Long-term)
Purpose summary	To provide a patient or carer perspective and voice in the work of the Trust
Line Manager	Emily Ayling – emily.ayling@nbt.nhs.uk
Main point of Contact/supervisor	Jan Stitt – jan.stitt@nbt.nhs.uk Emily Ayling – emily.ayling@nbt.nhs.uk
Duration of role	We would expect a minimum of a 12-month commitment. If you are interested in providing one off or occasional support, please see our short term-project partner role
Commitment level	Patient and Carer Partnership Group: every 3 months for 2 hours. Participation in other group work. This includes attending meetings, committees, or groups for which you are a member. Attendance at training as required to support you to undertake the role / task / activity.
Where	North Bristol NHS Trust (NBT). This will either be on site or remotely via Microsoft Teams.
When	Patient and Carer Partnership Group meetings are held once a quarter. Any other meetings that you take part in, such as attending the Patient and Carer Experience Group.

**Description of duties
& core tasks**

- To attend and represent the voice of Patients & Carers in relevant meetings. Constructively offering ideas and opinions which reflect the experience of patients, carers and families.
- Helping staff to see issues through the eyes of patients, family members and carers.
- To adhere to the relevant terms of reference for each group or committee you are a member of.
- Look at available data about the experience of patients at NBT (e.g. Friends and Family Test results, national survey results, complaints, compliments, concerns and comments etc.)
- To use this data to help identify actions that may improve this experience.
- Constructively challenge the organisation about the impact on patients of any service changes or developments.
- Help with developing and reviewing policy, procedures, patient materials and other information.
- Attend and take part in Patient and Carer Partnership Group meetings (4 times a year).
- Attend and take part in other Groups, Committees or meetings as required.
- Maintain strict confidentiality about anything, you may see or hear.
- Handle, store and destroy documentation in compliance with the data protection regulation. We will provide training on this.
- Follow all infection control procedures and guidelines shared with you.



Putting
patients first



Recognising
the person



Striving for
excellence



Working
well together

Skills, experience, attitudes, and qualities needed:

Essential	• Are or have been a patient/carer using NBT's NHS services. • Ability to communicate well (with or without support) in English. • Passionate about ensuring the patient voice is heard and having an impact. • Wanting to make a difference for patients & carers using NBT services. • Ability to challenge respectfully and constructively. • Excellent listening skills and a non-judgmental attitude. • A friendly and open manner. • To feel comfortable in an acute hospital environment. • To adhere to the Trust values of always treating others with respect. • Understanding the importance of staying within the boundaries of the role description.
Training and information provided	• Induction to Trust (local handbook) • Training on Infection Prevention; Fire, Health and Safety; Safeguarding; Equality and Diversity. • Guidance on how to constructively challenge staff. • Training specific to activity undertaken. • NHS jargon (Glossary provided). • Information and support to understand the reported experience of patients at NBT e.g., survey data, themes from complaints, comments, compliments etc. • ID badge provided and security access if required.
Challenges of the position	• May be exposed to poor experiences of patients that may cause emotional distress. • Constructively challenging staff and ensuring the patient perspective is heard. • Any concerns raised by patients/carers or families while in your role must always be directed to either: • the PALS service • the Head of Patient Experience; or • the Patient Experience Manager

Boundaries of the position	• Personal situations or concerns related to your own care/treatment are not to be raised in this forum. These can be supported through the usual routes for managing concerns. The Head of Patient Experience or Patient Experience Manager can signpost if required. • To maintain confidentiality about information seen, heard or shared. • To refer any concerns you have about what you see or hear in your role to your Supervisor or Line Manager. Alternatively, you can contact the Volunteer Services Manager or a Freedom to Speak Up Guardian. A reporting concerns process is shared during induction. • Maintaining a professional, non-judgmental and compassionate attitude at all times. • Be mindful not to overtly share personal religious, cultural or political views. • Never offer any clinical advice to a patient. Always talk to a staff member if a patient requires this information. • It is never appropriate to give your personal contact details to patients or to become 'friends' on social media. • To be aware of your own support needs and seek supervision when needed or suggested. • ID badge must be worn at all times when on site.
Reimbursement of expenses	• Travel expenses to and from the hospital can be reimbursed. • Meal vouchers for use in the staff Vu restaurant are offered if you are onsite for your role and volunteering for over 4 consecutive hours in one day.
Potential benefits to the volunteer	• Satisfaction of being able to make a real difference to the patient experience in NBT. • To develop working knowledge of NBT and wider NHS. • To develop skills in constructively challenging staff to make sure the patient voice is being heard throughout the wider organisation. • Develop skills and experience that may be transferable to paid employment, such as working as a part of a team. • References can be provided on completion of three months in the role, if required.

	• Making friends with other Patient and Carer Partners and meeting new people. • Awards in recognition for your contribution. • Free parking.
Commitment to health and safety	It is expected that you will conduct your role in such a way that accidents to yourself and to others are avoided, and to co-operate in maintaining your place of volunteering in a tidy and safe condition, thereby minimising risk. All Patient and Carer Partners must follow the reporting concerns procedure for any breaches of security or matters of concern.
Commitment to no smoking	As an NHS employer, we have a duty to its staff, volunteers, and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, Choosing Health, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients, visitors, and volunteers of the Trust. Failure by Patient and Carer Partners to comply with this requirement may result in recourse to the disciplinary procedure.
Commitment to equal opportunities	North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy. All Patient and Carer Partners hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their volunteer placement. Similarly, all Patient and Carer Partners have a responsibility to highlight any potentially discriminatory practice to their line manager. Information about the Equal Opportunities Policy is available in the handbook.
Commitment to harassment and bullying	We believe that all people, whether volunteers, staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

	We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.
Commitment to safeguarding	North Bristol NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all volunteers to abide to children and adult safeguarding policies and procedures. The Trust expects Patient and Carer Partners to be dementia aware, where applicable. All volunteers are expected to share this commitment.
Recruitment information	You will be asked to provide two independent references from people who have known you for more than three years (this cannot be a family member). Depending on your role, you may need to have a Disclosure and Barring Service (DBS) check.
For more information contact	Emily Ayling Patient Experience Manager Emily.ayling@nbt.nhs.uk Jan Stitt PA to Head of Patient Experience jan.stitt@nbt.nhs.uk
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By whom	Head of Patient Experience