Want to be part of Health & Social Care change?
Join us!

Healthwatch Ealing
Patient Experience Volunteer Role

Want to help improve Health & Social Care services, but don’t know how to do it? This is your chance!

Being part of the volunteer team at Healthwatch Ealing - the independent consumer champion created to gather and represent the views of patient and the public - you will play a role at both local and national level to make sure that people experiences of health and social care are taken into account.

We speak to patients and local groups to find out what their health issues and priorities are, and listen to people from every part of our community, across the Borough of Ealing. We collate patient experiences anonymously, which feed into reports for health and social care commissioners and providers (e.g. hospitals, GPs, care homes etc.) and summarise the main themes and issues raised. We also make recommendations and ensure our partners respond to reports stating how they are going to address any issues or concerns highlighted.

Patient Experience volunteer role is the opportunity to:

- Holding stalls at various locations (Ealing Hospital, universities, colleges, schools, libraries, community centres etc.) and speaking carefully to patients and local groups in the community to record their experiences;
- Attending wards / outpatient areas / specific events and carefully approaching patients and their families/carers to record their experiences;
- Providing support to patients and their families/carers and listening carefully to their feedback
- When appropriate, signposting people to other organisations

This role can be fit to suit your free time

- We ask for a minimum of 2 hours a week, on a set day and time, for at least 3 months

Is this your first time as a volunteer? Yes? No? It doesn’t matter. We can offer full training and support as needed
To volunteer with us you must be:
- Aged 18 or over - if you’re under 18, there may be other opportunities available
- Committed to our values: Inclusive / Influential / Independent / Credible / Collaborative
- Confident and have an enthusiastic manner
- Flexible attitude
- Tactful and diplomatic and able to be sympathetic to others’ situation
- Possessing observational skills coupled with a desire to raise the quality of services
- Show consideration, sensitivity and respect to all, irrespective of background, culture, ethnicity, age, gender or presenting issues
- Adhere to confidentiality rules
- Dress appropriately, with a friendly approachable manner and good verbal communication and listening skills
- Basic IT literacy

Desirable criteria:
- Fluency in additional Languages
- To be a resident in the Borough of Ealing

Benefits to being a volunteer at Healthwatch Ealing?
- Supporting the improvement of local services for the entire community
- Building knowledge and experience of Health & Social Care (H&SC) sector
- Recognition of your performance on our website, social media and on events
- References and a certificate can be provided to those volunteering for a minimum of 3 months

Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All out-of-pocket expenses, if required, will be reimbursed including expenses for travel, and meals (if appropriate) and other pre-authorised expenses.

What are you waiting for? We look forward to hearing from you
Phone: 0203 8860 830 or by Email: info@healthwatchealing.org.uk
www.healthwatchealing.org.uk