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

Background/Purpose
One of the primary goals of Healthwatch Ealing activity is to influence the commissioning and provision of Health & Social care services through strong evidence-based reporting coupled with effective liaison work on relevant boards and committees.

It also requires some understanding of the Health & Social care sector and the issues which service users, patients, carers and residents face when accessing publicly funded treatments together with a willingness and capacity to voice these issues at strategic forums.

New pharmacy applications or proposals to change existing services are regularly received at the Healthwatch Ealing office and this role is central to conveying the consumer viewpoint in the county to the relevant authorities.

Task(s):
- Receive email notifications of existing or new pharmaceutical services proposed and appeals on decisions made
- Where relevant conduct desk/phone research into likely impact of changes to existing or new pharmaceutical services being proposed in the relevant location
- Where relevant provide Healthwatch response to notifications

Time commitment:
- Depending on notifications up to 5 hours per week

When:
- As required

Skills/experience needed:
- Aged 18 or over - if you’re under 18, there may be other opportunities available
- Committed to our values: Inclusive / Influential / Independent / Credible / Collaborative
- An understanding of the importance of the role of Healthwatch Ealing
- Research skills desirable coupled with some awareness of local geography
- An interest in pharmaceutical services and understanding of community interest
- 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
Specific training/support to be given:
• Mentoring from experienced volunteer/staff member
• Liaison with Healthwatch Ealing Research Officer

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