

# Volunteer Role Profile

Volunteer Role

**Trafford Ward Patient & Carer Experience  
Survey Volunteer**

Volunteer Manager

**Trafford Ward Manager (Sandra Dade)**

Where you will be based

**Hospital**

## Why we want you

Trafford Ward is a 16-bed inpatient rehabilitation and end of life care ward located at North Cambridgeshire Hospital in Wisbech.

We are looking for a Patient Experience & Carer Experience Survey Volunteer to promote, encourage and where needed, assist patients & carers to complete the patient experience or carer experience surveys.

You will be helping the Cambridgeshire and Peterborough NHS Foundation Trust to obtain as much feedback as possible from both patients and their carers so that we can continuously improve the way we do things and the quality of the service we offer.

You will gain experience and skills in your direct contact with patients and carers, at the same time, helping to do something that is really important for the Trust.

## What you will be doing

- To promote and hand out the survey to patients and informal carers from the ward
- To help patients and / or carers to complete the survey where needed
- Surveys can be completed using paper version or (in future) via iPad
- To photocopy blank survey forms if needed
- To hand in completed surveys to the person in charge of the ward on the day

## The skills you need

- Have a gentle but persuasive manner
- Be a good communicator
- Ability to complete write
- Ability to use an iPad

## What's in it for you

- Local induction into CPFT and your department
- Training as required for your role
- On-going support from a named member of staff

- First hand learning from either a ward or a community setting
- NHS experience
- Reimbursement of your travel expenses
- You will gain experience and skills in your direct contact with patients and carers, at the same time, helping to do something that is really important for the Trust

## **Disclaimer**

CPFT is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination.

As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences. Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.