

Volunteer Role: Comment cards collector

Role/Title:	Comment cards collector
Hours of Volunteering:	Between 09:00 – 17:00: 2-3 hours a week
Location:	Inpatient, outpatient, day unit, maternity and Emergency Department clinical areas
To whom responsible:	Charlotte Smith – Patient Experience Coordinator Maggie Brown – Voluntary Services Manager
Job purpose or summary:	Comments cards are a means for patients and their families to provide feedback about their care. We report the Friends and Family Test results to the Department of Health on a monthly basis.

Key duties and responsibilities:

- Collect equipment required: round sheet, bag, pen, comment card box key and supply of comments cards from the Patient Experience office on level 1
- The round sheet supplied lists all areas with comment cards boxes and gives directions in a suggested logical order based on the geography of CUH. It is colour coded to indicate the kind of area (outpatient, ward, day unit, maternity) and there is also an indication of the number of cards each area should have available on the box.
- The volunteer should top up the supply of cards on top of the box as per the round sheet
- Please collect completed cards by unlocking the box, removing the cards and lock the box closed again
- Before you leave each area, please check that each card from the box is completed with the name of the area you are in – if absent, please write this on the card
- Please also count the number of cards collected and write the number next to the area on the round sheet
- At the end of the round please bring all completed and spare blank cards back to the Patient Experience office
- Use the date stamp to stamp each card with today's date so we know when they were collected

Useful Skills/ Qualifications

- Organised, systematic and methodical
- Happy to work alone with minimum direction
- Confident and able to raise concerns/problem solve where necessary

Health and Safety

- Moving and handling training
- Confident and able to raise concerns/report progress verbally

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-Safe | Kind | Excellent