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| Role: Outpatients Appointments Volunteer |
| Purpose:  We have a huge number of outpatients moving through both of our hospitals every week, attending various departments and clinics. The number of “Did Not Attends” (DNAs) is an ongoing challenge for us. This is when a patient doesn’t attend their scheduled appointment and means that we could have given that appointment to someone else. We are seeking to reduce our DNAs which is where you come in. We need volunteers to call patients in the week before their appointment to check if they are coming, if they require any assistance and to make any other relevant notes. Volunteers then report to the outpatients team so that they can confirm or reschedule the appointment. You will have the opportunity to talk to patients and liaise with our clinicians as part of this role. |
| Duties (what you will be doing):  You will call patients to check if they will be attending. You will also check if they have received their appointment confirmation from the hospital (via letter/text/email) and will make a note of their response. You will then share this information with the clinical team. |
| Boundaries (what you won’t be doing):   * No clinical care of patients * No discussing any results or any other aspect of care with the patients * Not logging concerns or dealing directly to respond to complaints |
| Time commitment:   * Volunteering shifts are available on weekdays between 9 am and 5 pm depending on when is convenient for you * The duration of this task can be from 2 to 4 hours depending on how many calls need to be made * Volunteers must commit to a weekly commitment for at least 6 months |
| Location  This role is available at both our Chelsea and Westminster Hospital site and our West Middlesex University Hospital site, depending on which is most convenient for you.  Chelsea and Westminster Hospital, 369 Fulham Rd, London SW10 9NH  West Middlesex University Hospital, Twickenham Rd, Isleworth TW7 6AF |
| Requirements of the role:  Age: You must be 16 years or older to volunteer in this role  Accessibility: This role is accessible for wheelchair users or people with other mobility issues  As a volunteer you will embody the Trust’s values:   * Putting patients first * Responsive to, and supportive of, patients and staff * Open, welcoming and honest * Unfailingly kind, treating everyone with respect, compassion and dignity * Determined to develop our skills and continuously improve the quality of care   You will also be:   * A confident and flexible communicator * Sound computer skills – you will receive extra training to use our patient database * Able to think on your feet to resolve problems * Punctual and reliable * You will sometimes be dealing with distressed and emotional people – strong people skills and resilience are a must * Team player and ability to develop relationships with colleagues in our operational teams * Any admin experience would be welcomed but is not essential   This role requires a standard criminal record (DBS) check and a pre-placement induction.  You will need to undertake an online Information Governance course lasting around 45 minutes and will also need to receive some training to use our IT systems. |
| Supervisors:  West Middlesex: Sandra Harvey, Nurse  Chelsea: Shirley Amanfu, Team Leader  Your supervisor will be responsible for supporting you in your day-to-day volunteering. You can schedule your shifts with them, discuss any issues, and let them know if you are unable to attend on a particular shift.  Senior Champion:  Fiona Taylor, Service Manager, Medicine  The senior champion is responsible for overall coordination of the volunteering role. They will ensure that their staff members are aware of the role and are ready to provide volunteers with their local induction. |
| Personal development:  This role will provide you with an insight into a busy department in the hospital. You will gain an insight into many aspects of the Trust and will develop important transferrable skills such as communication, problem solving and team work. You will also play a small but vital front-line part in supporting patients. |