

Volunteer Role Profile – Patient Companion

Summary of role

Patient Companions play an important role, offering companionship, comfort to patients and assisting with their needs.

In addition, volunteers may help with the collection of feedback of the Friends and Family Test (FFT) which is a Trust-wide patient experience survey.

Description of Tasks

Tasks may differ depending upon the assigned ward.

- Volunteers will be asked to stay with patients for a period of time each and engage with them.
- Read to patients from books, newspapers and/or magazines or offer support with activities e.g. jigsaws.
- Ensure the relevant patient information is available on each ward and assist patients who are unable to retrieve information independently.
- To be on hand to assist or guide any patients leaving the ward
- Signpost patients/visitors to other services, eg Patient Advice and Liaison Service (PALs)
- Assist with the gathering of patient experience information using our handheld devices or paper surveys.

Hours/Time/Commitment/Duration

Monday-Sunday between the hours of 8:00am- 8:00pm with significant scope for flexibility

We ask for a minimum commitment of 3-4 hours per week for a period of 9 months

Location and Site

Various inpatient wards at:
Ealing Hospital, Northwick Park Hospital, St Mark's Hospital and Central Middlesex Hospital.

Responsible to

Ward Manager/ Matron / Health Care Assistant

Skills and Abilities

- Reliable
- Empathetic
- Excellent listening and communication skills
- Calm manner and pleasant approach
- Understanding of confidentiality

Training and Support

- Attendance at Trust Induction
- Induction to ward/department
- Relevant training will be given on all aspects of the role
- Support, advice and guidance from the Volunteer Service
- Dementia awareness training
- Support via Volunteer Forums and Coffee Mornings

Benefits to volunteer

- Opportunity to develop new and existing skills
- Meet new people
- Satisfaction of knowing you are making a vital difference to the work and feel of the hospital by being the first point of contact

Dress Code

We will be introducing uniforms to enable our volunteers to be easily identified to visitors, patients and staff. Volunteers will be required to wear these t-shirts.

Volunteers in ward areas must wear clothing that allows their arms to be bare below the elbow.

- ID badge and volunteer lanyard must be worn at all times
- All volunteers are expected to follow the Dress Code Policy

Contact

Volunteer Service, Northwick Park Hospital
Tel: 020 8869 2425 / 3065 Email: LNWH-tr.voluntaryservices@nhs.net