

Major Trauma Patient Survey Volunteer

Job title:	Major Trauma Patient Survey Volunteer
Hours of volunteering:	2-3 hours per week to support a Patient Reported Outcome Measures (PROMS) health questionnaire
Location:	Major Trauma service – Level 4 (C/D Block – Anaesthetics) Ward Round possibly: A4; A5 ; C8
To whom responsible:	Voluntary Services Manager/Major Trauma Lead practitioner /Major Trauma Service Lead Nurse
Job summary:	To help the Major Trauma Service operational staff improve patient experience by obtaining patient feedback using a short survey. This involves speaking to patients to gain an understanding of the advice patients have been given and the decisions they have made during their inpatient stay within the Major Trauma Centre

Covid-19 Requirements:



Below outlines the Covid-19 related specific requirements for Survey Volunteers:

- Follow PPE guidance – including wearing a mask when entering C10,D9,C9,F5,G5,C5,D5 Adult Critical Care, dialysis units, oncology and hematology day units and oncology and haematology outpatient areas.
- Staff who have had a respiratory illness and are returning to work with residual symptoms are recommended to wear a surgical mask until these symptoms have been resolved
- Uniform must be washed after each site visit
- Sign Covid-19 agreement
- Bring minimal personal belongings - if cycling in, please contact VS team to discuss locker arrangements.
- Sign local risk assessment
- You need to stop volunteering should you feel unwell

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Key duties and responsibilities:

Improving the patient experience by:

- Going to Level 4 C/D office (*anaesthetics corridor , last office on Left side*) and liaise with Major Trauma Lead Nurse and collect a list of patients. Return completed questionnaires to level 4 – lockable folder at the end of session
- On arrival at ward/clinic, liaise with Major Trauma Service Lead Nurse to request list of patients to approach for surveys and collect Survey paperwork
- Liaise with ward clerk/clinic manager to ensure that all patients asked to complete survey have no communication issues e.g. dementia, hard of hearing, language
- Handing out a short paper survey to patients across multiple specialties within the Major Trauma Centre
- Encouraging patient to complete and return the survey during their attendance
- Support patients, particularly if they request help to complete the paper survey
- Set up the survey process with adequate stock of questionnaire/stationery, clean pens/clipboards with Clinnell wipe and give the form directly to a patient, allowing them to complete the survey themselves
- If this is not successful and patient cannot complete survey or declines to take part in the process, then put a X , cross against the record in order that a member of the MTS staff can add the patient details to the declines record list for submission to the Health Quality agency.
- Wipe clipboard and pens with Clinnell wipes between patients, and at end of round
- Listen and interact with patients whilst completing the questionnaire
- Return all completed surveys to the Trauma Service office using a lockable, document case, in order that all patient questionnaires are recorded and submitted to the central Health Quality Agency for national outcomes reporting
- Alongside a member of staff, if required, the volunteer would be happy to participate in promotional events either onsite or offsite

Training:

- Ensure Mandatory Training is kept up to date at all times
- Undertake basic Dementia Awareness Training which allows volunteers to know how to engage with people with dementia and to sign post to further information (e.gg Dementia Champion on the ward)
- Complete training on how to use the iPad and survey on local induction.
- Survey volunteers who are covering clinics will receive extra training as they must have a local induction before beginning the role at a clinic. The induction must be led by staff on clinics – so that volunteers are introduced to key members of staff, who can guide the volunteer on relevant health and safety issues to be aware of in the clinic, where to stand and which patients to approach.

Useful Skills/Qualifications/Experience required:

- Excellent communication skills
- Ability to work independently and as part of a team
- Confident to approach patients who may be upset and/or stressed and anxious & communicate with patients

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- Comfortable in a very busy inpatient Major Trauma Centre clinical/ward environment
- Due to the sometimes complex and/or life changing injuries resulting from major trauma, have an empathetic approach to patients and relatives
- Good IT skills

Uniform:

- Volunteer ID badge & Covid-19 card and lanyard
- Bare below the elbow (onsite)
- Closed toe shoes (onsite)
- Red volunteer t-shirt and dressed appropriately to avoid embarrassment to self, patients or visitors
- Appropriate PPE

Health & Safety:

Be aware of H & S legislation and its influence on the activities of the site

Volunteers must

- Wipe down the all equipment using Clinnell wipes between each patient. If using Comment Cards, pen must be wiped down with Clinnell wipe.
- Be aware of government guidelines on use of public transport and if possible avoid travel at peak times
- Only travel to sign-in and out; and to Voluntary Services office and placement location
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Volunteers must not:

- Have contact with patient's valuables or money
- Provide advocacy or counselling
- Carry out the work of trained staff
- Attend if ill

Covid Contact Wards

Volunteers can only attend Green wards but can attend a ward where there is an isolated COVID CONTACT.

- **If you are happy to attend a ward with a COVID contact you must NOT enter the isolated area.**
- **You must take extra precaution:**
 - **with PPE and washing/sanitizing your hands**

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- **Only travelling to and from your allocated place of volunteering (ie the ward)**
- **Complete a PCR test on day 2 following your visit to CUH**

Please confirm if you are happy to attend a ward with Covid Contact: Y N

Volunteer signature:

Print name:

Date:

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.

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Key duties and responsibilities:

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