

Volunteer Patient Partners: concept and role description

At Maidstone & Tunbridge Wells Hospital Trust we are working towards a culture where the voice of our patients, their carers and families is at the heart of all that we do.

A key part of this vision is ensuring we hear from patients from every part of the hospital about their experience and involving them to help design the solutions to the issues.

We firmly believe that patients can be influential partners in driving, delivering and supporting change, and providing us with constructive challenge. That's why we are committed to actively listen to our patients and their families.

However, to do that we need your help!

We are looking to recruit a series of Patient Partners.

Patient Partners are volunteers who will work alongside staff to help us hear from our patients and design the solutions.

What will Patient Partners do?

The role of a 'Patient Partner' will be critical to enable us to hear from our patients.

They will

- Be affiliated to a particular clinical area or patient group
- Support patients to complete the Friends & Family Test and showcase the results from FFT
- Proactively chat with patients to capture their experience
- Capture and document that feedback
- Ensure the right staff hear the feedback and together resolve any issues wherever possible
- Ultimately be working with staff to improve the service for others

Who can get involved?

Anyone who has a desire to improve the NHS!

You must be willing to chat with anyone from all walks of life and represent the different views and diversity of patients, including those living with different conditions and from different backgrounds.

You may be a patient; a carer or a family member and you may have had recent experience of the department you want to be assigned to. However that isn't an essential criteria. Maybe you are a nurse or clinician who is retiring and want to use your skills to support the NHS?

Do get in touch if you want to chat more about the options.

Our commitment to you

We will:

- Support you to make a difference
- Provide you with structured support to be successful in your role including a dedicated point of contact in your specified area
- Ensure you feel valued and appreciated
- Support you to develop the skills that you may need to get the most from the role
- Listen to you and respond.
- Be honest and open when we are unable to meet deadlines.
- Provide free on-site car parking, lunch and refreshments.
- Provide you with payment for reasonable travel expenses.

What are we looking for?

We are looking for someone who is open minded and can work flexibly with our patients to get the best for them.

In addition, we are looking for people who can demonstrate:

- Willingness to develop learning and work in collaboration with Maidstone & Tunbridge Wells NHS Trust to improve services.
- Aptitude and willingness to chat informally but proactively with patients, families and carers and work around issues to get the necessary feedback

- Willingness to operate within a specified clinical area and work with the clinical staff to highlight and resolve issues for patients
- Understanding of the importance of patient feedback and the value it brings
- Ability to review, digest and comprehend a range of information and opinions.
- Ability to think widely about health and wellbeing as well as service delivery and improvement rather than a single issue.
- Willingness to listen and to question until you reach the level of information required to understand.
- Willingness and ability provide a voice for patients/users and express views.
- Ability to reflect the different views and diversity of patients/users including those living with different conditions and from different backgrounds.
- Be supportive and innovative in delivering change.
- Ability to plan and manage your own time.
- Maintain confidentiality of sensitive/confidential information adhere to Data Protection Act requirements (whatever clause you use for staff).

Your commitment

The Patient Partner role is a voluntary one. There will be a learning phase to ensure the role works for you and your clinical area. Who hope you would commit to the role for a minimum of 1 year.

There is no set requirement for the number of hours you need to commit to on a weekly basis; however, we do ask you specify the level of hours you are able to input and that this is a regular and sustained commitment.