

Role title: Patient Relations Volunteer

Accountable to: Deputy Practice Manager

Potential hours per week: 8.30 – 12.30/10 – 2/1.30 – 4.30 weekdays

Minimum Commitment: ideally one shift a week for 6 months

Location: Bridport Medical Centre

ROLE PURPOSE

The volunteer role is about welcoming patients in to the medical centre and improving the patient journey at BMC. The volunteer will work closely with other local third sector agencies and will signpost where need is identified.

MAIN DUTIES AND RESPONSIBILITIES

- Reporting to Deputy Practice Manager on arrival
- Ensure waiting area tidy and information zone and magazines replenished
- Acting as a point of contact, welcoming people on their arrival to the medical centre
- Assisting patients using the online check in system
- Assisting patients with access needs e.g. deaf, sight problems
- Providing directions to the most convenient waiting area or clinical room for the patients appointment
- Assisting new patients with the registration process, ensuring that paperwork is fully completed and the BMC systems explained
- Signposting patients to third sector organisations according to need
- Assisting patients with online searches relevant to their condition
- Identifying carers and referral to Dorset County Council carers' team
- Ensuring the waiting areas of the medical centre are maintained at all times (health promotion materials/displays/reading material)
- To assist patients with waiting room blood pressure monitor and to gather other medical information (e.g. smoking/ethnicity)
- Sitting with and reassuring anxious patients if they have a long wait.
- To assist patients to complete "update details" forms
- To promote any patient surveys that may be taking place in the BMC
- To ensure patients have up-to-date contact details
- Encouraging patients to complete family and friends questionnaires – to gather any verbal feedback and refer to Deputy Practice Manager
- Complete activity sheets to record activities

SKILL AND ABILITIES

- To have a friendly and approachable manner
- To be organised and able to cope in a busy environment

- To have very basic IT skills to enable and encourage patients to use the online check in screen, internet searches and family and friends touch screen questionnaire.
- To be able to engage with a diverse group of people
- To have strong communication and interpersonal skills
- To be able to present yourself in a professional manner to members of the public, patients and their families and staff.
- To be able to work as part of a team

AIMS

Bridport Medical Centre hopes that the inclusion of volunteers will increase the level of interaction and social contact with patients and will also help to reduce any stress and anxiety felt by patients. Having volunteers on hand will allow waiting areas to operate more efficiently.

Please note that the role description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the postholder.

| REQUIREMENTS | *E / D |
|---|--------|
| 1. Knowledge & Qualifications | |
| a. Understanding of the concept of volunteering | E |
| b. Understanding of the volunteer role | E |
| 2. Experience | |
| a. Has volunteered before successfully | D |
| b. Has had previous experience in a healthcare environment | D |
| 3. Skills & Abilities | |
| a. Has strong communication skills including a good command of the English language | E |
| b. Basic level of computer skills | D |
| 4. Personal Qualities | |
| a. Motivation and willingness to learn. | E |
| b. Ability to work as part of a team | E |
| c. Understanding of confidentiality | E |
| d. Demonstrate a patient centred approach | E |
| e. Able to write neatly and clearly | E |
| f. Friendly and approachable | E |
| g. Ability to interact effectively with others | E |
| h. Understands the importance of commitment | E |
| j. Is flexible and has a positive attitude. | E |

| | |
|--|--------|
| 5. Other requirements, including: a. Physical Effort: Able to stand/walk for 3 hours b. Ability to work accurately and methodically | E E |
|--|--------|