



PRASE: Patient Reporting and Action for a Safe Environment PRASE Patient Safety Volunteer

We are seeking volunteers to participate in a quality improvement project (PRASE) that gathers feedback from patients about the safety and quality of their care.

Volunteers will work closely with patients and will support them to reflect on their experience of the safety and quality of care received during their stay on the ward. This information will be captured directly onto an electronic device which will generate reports periodically to be used by ward staff to make appropriate changes and improvements.

Volunteers will be required to support the project on the basis of a mutually agreed 3-4 hour shift, once a week. This may, however, be increased if the volunteer would like to commit to more.

PRASE Patient Safety Volunteer Role

Essential	Desirable
Passionate about making a change to improve safety and quality of care on the wards	Experience of working in a hospital or other care setting
Caring, Compassionate and Considerate to patients' circumstances	Experience of being a volunteer in a hospital or other care setting
Has a genuine interest in contributing to improvement in a healthcare setting	Has a basic understanding of what patient safety and quality improvement means
Good listening, communication and interpersonal skills	Able to communicate with people of diverse backgrounds / ethnic minority groups
Good typing skills	Data entry skills
Able to make notes of conversations and transfer them to an electronic device-tablet	Able to communicate in one or more community languages
Good basic understanding of written and spoken English	Diverse language skills eg Urdu / Punjabi, Czech/ Slovak, Polish, Bengali, Hungarian, Arabic, Pushto, Russian, Gujerati, BSL
An understanding of confidentiality, privacy, dignity and respect	
Able to deal with sensitive information	
Sensitive to all cultures and backgrounds	
Willing to work with adults including their carers and family members	
Willing to work with children including their carers and family members	

Roles and responsibilities of the PRASE Patient Safety Volunteer

- To communicate and engage with ward staff to identify appropriate patients 'well' enough to participate in completing the questionnaire;
- To provide patients with adequate information about the project to allow the patient or the patient representative make an informed decision to participate;
- To explain to the patient what to expect during completion of the questionnaire;
- To reassure patients about confidentiality of the process and how this will be maintained;
- To maintain privacy, dignity and respect of the patient;
- To be sensitive to cultural diversity and diverse ethnic backgrounds;
- To treat all patients equally and with respect;
- To be impartial and potentially deal with unplanned situations that may occur during contact with the patient;
- To adhere to safety net procedures in place;
- To report any concerns to the PRASE Project Manager and the Voluntary Services Nurse Manager or Voluntary Services coordinator as appropriate;
- To transcribe patients verbal conversations onto the electronic device;
- To be involved in local ward action planning as appropriate.

PRASE Patient Safety Volunteers will NOT be required to:

- Provide advice on treatment/care arrangements;
- Help patients make decisions about the answers to the questionnaire;
- Coerce patients into participating in the project;
- Counsel patients;
- Perform any other activity that does not fall within the remit of this role.

Volunteer benefits

A robust induction programme is provided by the Trust for all successful volunteers which will cover health and safety (infection control, security, clinical waste etc), information governance (confidentiality etc), safeguarding etc. Alongside this PRASE project related training will be delivered to support volunteers in acquiring the essential skills, knowledge and competence to undertake the patient safety volunteer role.