

## Patient Experience Volunteer Role Description

(Flexible time commitment within office hours)

### About Healthwatch Hounslow

Healthwatch gives people a powerful voice locally and nationally. In Hounslow, Healthwatch works to help local people get the best out of the health and social care services they use, whether it's improving them today or helping to shape them for tomorrow. Healthwatch Hounslow is all about local voices being able to influence the delivery and design of local services, not just people who use them, but anyone who might need to in future.

Healthwatch Hounslow involves and represents local people in health and social care by:

- Talking to the local community, collecting and gathering people's views and experiences of health and social care services in Hounslow by visiting GP Practices, Hospitals, Community Hubs and Health Centres.
- Increasing local people's involvement and participation through volunteering.
- Getting local people to take part in planning and checking of health and social care services.
- Getting more people to talk about what they want from health and social care services in Hounslow.

### The Healthwatch Hounslow Patient Experience Volunteer's role is to:

- Act as the eyes and ears of Healthwatch and keep us informed about people's views and experiences of health and social care services in Hounslow.
- Provide Healthwatch Hounslow with information raised from patients and service users about their experiences of using health and social care services in Hounslow.
- Help us to carry out field work.
- Assist in carrying out face to face surveys and questionnaire surveys.
- Assist in interviewing local people about their views and experiences of using health and social care services.
- Support us in report writing.
- Have an interest and commitment to supporting Healthwatch Hounslow's work.
- Adhere to Healthwatch Hounslow's Code of Conduct.
- Participate in training and development.

- Maintain confidentiality in accordance with our confidentiality policy.

**Useful skills and experience:**

- Good interpersonal and communication skills.
- Experience of carrying out surveys and questionnaires.
- Some experience of working with a focus group to gather people's views.
- Some experience of quantitative and qualitative research.
- Ability to empathise and understand.
- Being open minded.
- Local knowledge and experience of working with disadvantaged communities.
- Ability to work as part of a team.

**What we offer you:**

- Full training and ongoing support to help you succeed in your role.
- Opportunity to work within a friendly, inclusive, and supportive team.
- A chance to make a real difference in the local community.
- Valuable experience in the health and social care sector.
- Opportunities for personal and professional development.
- Flexible volunteering to fit around your other commitments.
- Reimbursement of out-of-pocket expenses (e.g. travel).

**Time commitment**

The time commitment to the role will be flexible, but we hope that volunteer can participate in a range of tasks and activities for at least six to nine months.

**[Contact us to apply](#)**

**Call:** 020 3603 2438

**Email:** [info@healthwatchhounslow.co.uk](mailto:info@healthwatchhounslow.co.uk)