

Berkshire Healthcare NHS FT Trust

Service User Engagement volunteer opportunity:

We are seeking to recruit volunteers who may have experience of receiving care through Berkshire Healthcare either as a service user or as a carer or have an interest/training in 'customer' engagement/research psychology.

Background

A project is underway to commission a provider to work with us to develop a new tool to gather feedback on the experiences of service users. Feedback is important, we can learn a lot from it. It enables us to identify areas for improvement. Equally, it highlights good examples of where we are meeting the needs of service users. Ultimately, it can lead to improvements and better outcomes for service users. And this is your opportunity to help design, drive and shape the mechanism chosen to connect with our service users for the benefit of gaining from their feedback.

Personal characteristics / experience for the role:

- Able to communicate experience of receiving care through Berkshire Healthcare or act as an advocate for service user
- Happy to challenge/debate ideas/propositions to examine validity/strength
- Respect for others' views
- Insight into 'customer' engagement/ research psychology

How you can help support this project ...

- Participate in the review/selection of tenders received
- Help us explore different methods of feedback collection
- Advise on ideas to uncover the key to better engagement with our service users
- Help lead, from a service user perspective on identifying questions to be asked and how
- Help us identify the challenges to service user engagement and ideas that deliver a solution

Commitment:

This is an 18 month project

We anticipate meetings will take place at Fitzwilliam House, Bracknell, RG12 1BQ

What we can offer:

- Awareness of tendering processes/selection
- Exposure to discussions researching engagement strategies
- A reference to support future employment
- Reimbursement of travel expenses
- This role will be subject to a DBS check

For further information or to submit an application please contact:

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