

MAYO UNIVERSITY HOSPITAL

Patient and Public Engagement Event Seeking Patient Experience Advisor and Volunteers

OPEN EVENING
7.00 PM AT THE LECTURE HALL, MUH

WEDNESDAY
20 JULY

We are currently looking for patients and members of the public to work with us to enhance engagement and improve patient experience across the hospital services. If you are interested in working with us as a Patient Experience Advisor or as a Meet and Greet Volunteer please come to this open evening to learn more.

MEET AND GREET VOLUNTEERS

Meet and greet volunteers are members of the public from various walks of life - what they offer is a willingness to help others accessing acute hospital services. Please consider joining our volunteer team and help us;

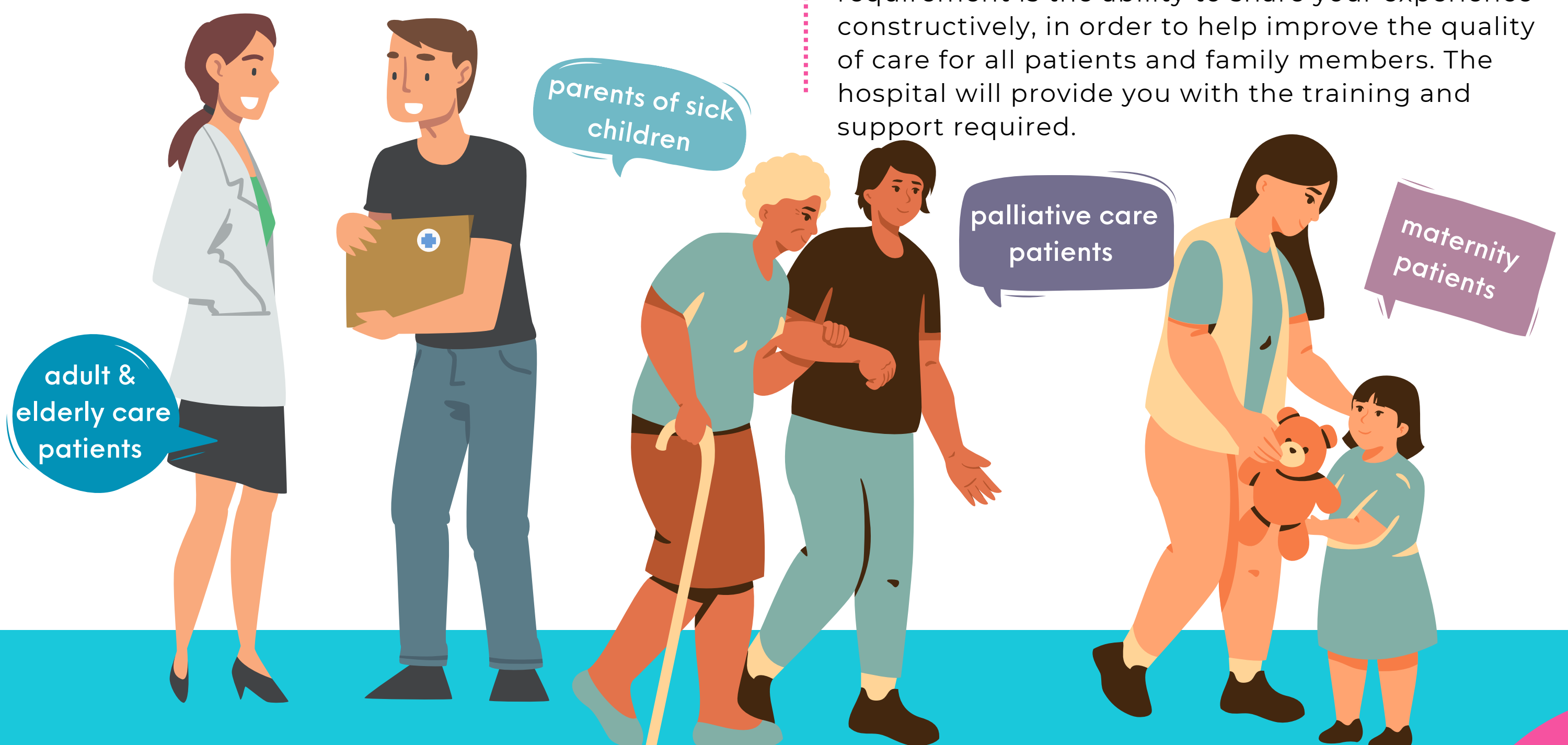
- Give a friendly welcome and a reassuring first impression to all who enter the hospital
- Assist with accompanying patients to various departments
- Observe for and offer assistance to people who look lost or unsure of where they are going
- Provide directions.
- Ensure patients are in the right queue for outpatients/x-ray.
- Supply information and answer queries, e.g. visiting times, shop, catering etc.

PATIENT EXPERIENCE ADVISORS

A Patient Experience Advisor will bring the perspective and lived experience of patients and families directly into the planning, delivery and evaluation of care. The patient is the expert on the quality of the service received, and on how their illness impacts on their daily life. This expertise can provide the hospital with a wealth of information for policy development, new service development, participating on key committees and ensuring we have a constant patient voice in all decision making

Who can be a Patient Experience Advisor?

You can be a Patient Experience Advisor if you or a family member has received care at Mayo University Hospital in the last five years. Specific qualifications are not needed for the role; however there will be a HR screening process. The most important requirement is the ability to share your experience constructively, in order to help improve the quality of care for all patients and family members. The hospital will provide you with the training and support required.



Mayo University Hospital is currently looking for additional Patient Experience Advisors and Volunteers. This is part of an overall hospital commitment to maintain a culture of Quality Improvement and to enhance Safety and Quality for patients and their families. This process will ensure the hospital has strong, meaningful engagement with people who can share first hand their experiences of being a patient/family member, and from that experience can work with the hospital to ensure the patient voice is heard.