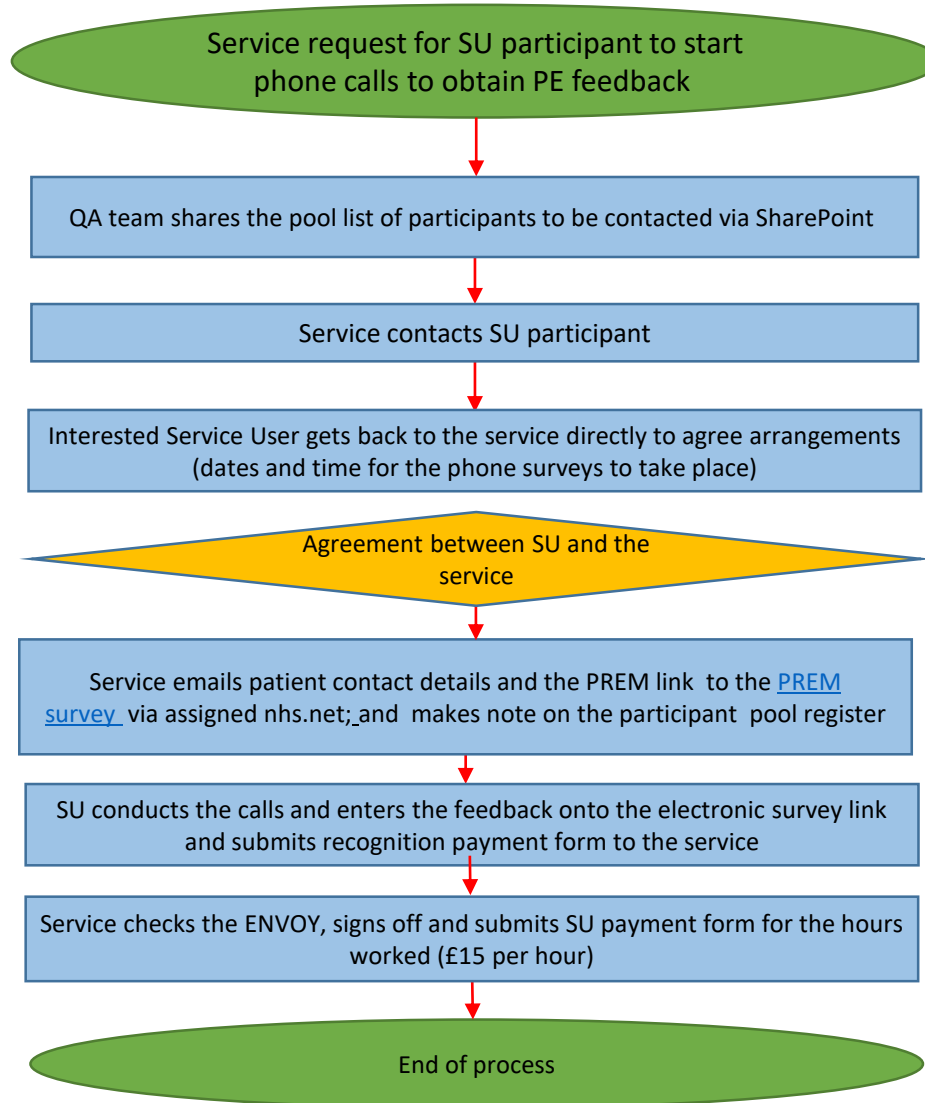


How to request for SU participants to collect patient experience feedback via phone surveys



What you need to know about this option to collect PE

1. Although Service Users are upskilled and have their DBS check as part of the Befriending Service project, this specific option for PE feedback collection is independent of the project and SU should not act as Befriender, but as volunteer SU.
2. It is Service's responsibility to induct SU before commencing the calls and support him/her during the period of work
3. It is between the service and service user to agree working days and hours
4. Service users to be reimbursed £15 per hour for the time worked by the service through usual route
5. Service to seek local PPL for SU support
6. Please contact QA team if you have any queries elft.qa@nhs.net