

## Volunteer Role Description

### Patient Feedback Volunteer

**Locala Dental Care**  
**Princess Royal Health Centre**  
Greenhead Road  
Huddersfield  
HD1 4EW

**Restrictions:** 16 years +

#### About the Locala Service:

Locala Dental Care is a unique service that provides specialist led NHS dental care and treatment for children and adult special care patients living in Calderdale and Kirklees. Find out more by watching this short video:

<https://youtu.be/6M3pAKI5SR0>

#### What You Will be Expected to Do:

To support the Dental team by obtaining feedback from patients and their family and/or carers about the service they have received; chatting with them and helping them fill in feedback forms.

To be able to signpost, direct or accompany other patients and/or visitors enquiring at the reception desk to the correct department within the health centre.






















#### The Difference You Will Make:

You will be helping our Dental service listen to even more of our patients and their families/carers which, as a result, could lead to improvements. Patients and their families/carers will feel heard, involved and valued and that they are helping to make a difference.

#### Useful Attributes:

- Good communication skills:
  - Clear speaker
  - Confident enough to approach \*patients and their family/carers and generate conversation
  - A good listener
- Reliable and trustworthy
- Organised
- Able to show initiative

#### Weekly Sessions to be Covered (*not necessarily all vacant*):

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning			 9am-12pm				
Afternoon							
Evening							

**Minimum Period of Commitment:** 3 months

### How Locala Will Recruit You:

Application  
Informal Interview (via MS Teams)  
2 x Character References  
Standard DBS Check  
\*\*Training & Induction (online modules to be completed *before* induction)



### What Will be Available to You:

Public Liability Insurance (covers 16 years +)  
Disabled Access  
Regular Follow-up Visits (every 6 months minimum)  
Out-of-Pocket Expenses (45p per mile, public transport fees)  
ID Badge and Polo Shirt



### Useful Information:

\*Volunteers need to be aware that patients attending Locala Dental Care include adults and children with:

- moderate/severe and profound multiple learning disabilities
- moderate/severe physical and/or communication impairment
- moderate/severe chronic mental health conditions including dementia
- moderate/severe behavioural problems
- severe dental anxiety or dental phobias

\*\*Additional support is available if required. If you don't have access to a PC, laptop or tablet, a paper version of the modules and assessments can be provided.

### How to Apply:

Submit an online application at: [MyImpactPage - Application Form - Locala Health & Wellbeing \(betterimpact.com\)](https://betterimpact.com) Alternatively, a paper application form can be posted out on request.

Please call one of our Volunteering Services Managers (Heidi and Louise) on: 030 3330 9392, or email: [volunteering@locala.org.uk](mailto:volunteering@locala.org.uk).

### About Locala:

Locala is proud to be a colleague-owned provider of NHS community healthcare services. Our colleagues make key decisions about the services we provide and how we support our communities. As a social enterprise any profits made are invested into further improving our healthcare services and community projects.

Visit our website for more details at: [www.locala.org.uk](https://www.locala.org.uk).