

The volunteer log book

The volunteer log book is a good way to involve volunteers in capturing patient experience

As volunteers engage with patients as part of their everyday activity, the volunteer log book encourages them to make use of any issues relating to the patient experience and/or service issues by noting it down in their log book. You can then use this feedback to inform service improvement activity.

Points to consider when setting this up

It is important to explain, to put both volunteers and staff at ease, that this is not a performance measuring exercise, or an inspection. The volunteer log book is a pro-active exercise that will help gather valuable patient feedback without disrupting the running of the service.

You can think about how you manage volunteers and gather their feedback. One option might be to arrange a monthly or quarterly meeting where volunteers can share their feedback with members of staff. Another option might be to encourage volunteers to hand in their notebooks to a member of staff on a regular basis.

Confidentiality

You will also need to give your volunteers some training surrounding confidentiality issues; keeping all comments anonymous, making sure their log books are kept in a safe place and whether to tell patients what they are doing.

What you'll need

- > Volunteers
- > Notebooks
- > Pens
- > Print out the book inserts (page 2)

Volunteer log book

This book belongs to:

If found please contact:

As a volunteer you will encounter and speak to many patients as they pass through our service. We believe that these conversations can provide us with valuable patient feedback, feedback that patients may not give to other members of staff.

Please use this log book to make a note of any comments or insights you hear from patients. Perhaps there are certain comments that you hear a lot? Or have you noticed patients getting confused at certain points of their journey?

A couple of notes at the end of each shift would be great and will enable us to keep improving the service we deliver.

Thank you

Top tips

When collecting informal feedback it may help to include the following information:

- > a brief description of the situation, as if you were telling the story to a friend
- > where it happened
- > what time of day it was
- > who the patient was without stating their name, eg. male, 60s, came in for a blood transfusion, etc.
- > what could have been done to improve the situation

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