



Healthwatch South Tees Volunteering Handbook

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Contents

Welcome!	3
About Healthwatch South Tees	4
Ways that you can get involved with Healthwatch South Tees	5
Benefits of volunteering	5
Get involved!	6
Policies	6



Welcome!

Hello and welcome to Healthwatch South Tees (HWST)! We are delighted that you have chosen to join us as a volunteer.

Volunteers are at the heart of Healthwatch - your skills, experiences, and the knowledge that you have of your local community are extremely valuable to our work.

In this booklet you will learn about our role and the activities that you can get involved in. We have also attached the policies and procedures that we have in place to support and protect you as a volunteer.

We look forward to working with you!



Lisa Bosomworth
Development and Delivery Manager
Healthwatch South Tees

About Healthwatch South Tees

At HWST, we want to help the people of Middlesbrough and Redcar and Cleveland to get the best out of their health and social care services.

We do this by collecting public and patients' views and experiences through:

- Our 'Information & Signposting' service - people can contact us with queries about health and social care services;
- Gathering 'Community Intelligence' - we go out into the community and talk to local people about their experiences of health and social care services;
- Local research - we regularly run surveys and focus groups to collect views from local people;
- Visiting health and social care services to see how they work;
- Working with other organisations.

We then use this information to:

- Produce reports;
- Update our websites;
- Share patient and public views with those who plan and deliver services.

Meet the Team!



Lisa Bosomworth
Development and
Delivery Manager



Sarah Corrigan
Strategic Development
& Communications
Officer



Gill Durdan
Community
Engagement &
Development Officer



Linda Sergeant
Community
Engagement &
Development Officer

**Engagement &
Communications
Officer**

Ways to get involved

No matter how much time you have to spare, there are many different ways you can volunteer with us:

- Become a Community Champion by collecting 'Community Intelligence' - speak to your neighbours, family members and friends about their experiences of local health and care services and tell us what they say;
- Tell us what's happening at your local GP and hospital;
- Tell us what people are saying on your social media groups;
- Share health and social care information with your local community;
- Promote HWST work and activities in your community;
- Events planning and support*;
- Enter & View* - visit services and gather experiences and views from service users and staff.

If you have any further skills and ideas that you think would be valuable for HWST, that haven't been listed, then please let us know.

**Disclaimer: Unfortunately these activities aren't currently available for volunteers to get involved in due to the COVID-19 restrictions and guidelines around social distancing. These will be updated according to government guidance.*

Benefits of volunteering

We want your experience of volunteering with us to be an enjoyable one! There are many benefits to volunteering with us:

- Gain useful information about health and social care services in your local area;
- Help to improve services in your community and make sure they work for local people;
- Meet new people from a range of backgrounds and be part of a team;
- Enhance your CV with valuable experience and new skills;
- Get involved in a range of training opportunities;
- Build your confidence;
- Develop new interests;
- All pre-approved volunteer expenses will be reimbursed.

Training & Policies

We have a number of policies and procedures in place to support and protect you as a HWST Volunteer. As part of the Healthwatch Network, you will also have access to a range of free online training courses that we encourage you to take part in, to help you develop in your volunteering role.

These include:

- Equality;
- Diversity;
- Human rights;
- Safeguarding;
- Mental health awareness;
- Disability awareness.

We'll provide links to online training during your induction.

Get involved!

If being a HWST Volunteer sounds like something for you, or if you'd like to ask any questions, then please get in touch and a member of the team will contact you for an informal chat.

Phone: 0800 118 1691

E-mail: healthwatchesouthtees@pcp.uk.net

