**Special Intern Programme - Healthwatch**

The internship will consist of job shadowing only therefore they will not be eligible for the national minimum wage

The intern will receive a comprehensive training in which they will be introduced to their supervisor, who will be an experienced member of our team. Throughout the placement they’ll receive training in the different areas within the organisation, and then will get specific training for special projects. Their supervisor will delegate clear tasks and the intern will have the opportunity to carry out individual projects with support and supervision. Weekly progress checks will be carried out to discuss development and need requirements throughout regular stages. The intern will have the opportunity to give feedback on any other tasks they’d like to partake in in order to enhance their internship experience and fulfil their professional objectives. They will have access to their supervisor and other team members for assistance throughout the program.

The intern will be involved in working within all aspects of the organisation to enable them to acquire a full understanding of the work we do within the community. Where transferable skills are identified in the intern, projects will be assigned them to fully utilise and develop their skills.

**Brief Description of Intern's Role during this Program**

Healthwatch is an independent body whose role is to improve local health and social care. It strives to make sure that health and social care services are meeting local needs. We ensure that the public’s voice is heard regarding how local services are run, any plans to change those services, and in identifying gaps in services. This internship role will have the participant involved in a variety of tasks dealing with patient experience, establishing projects looking into key concerns and issues that have been reported by the general community, and ensuring that members of emerging communities have access to health and social care services and are not barred by issues dealing with lack of knowledge or communication in English.

As previously mentioned, the intern will receive a training session that will review some of the essential aspects of working in the organisation and will help them understand how essential their role is to provide an element of our services. By working closely with their supervisory and the rest of the team, the first couple weeks of the program will see the intern sitting in on strategy meetings, shadowing members of the team, and getting brought up to speed on on-going projects and community outreach programs.

For the first couple weeks of the program, the internship will be focused on tasks dealing with patient experience. The intern will be working on issues related to patients and local groups to find out what their health issues and priorities are, and listening to people from every part of our community in the Borough they will be working in. They will collate patient experiences anonymously into a report for NHS/LAS providers (e.g. hospitals, GPs, care homes etc.) that summarises the main themes and issues raised. They will also be making recommendations and all providers are obliged to respond to reports stating how they are going to address any issues. The intern will also be providing support to the patients and their families/caregivers and listening carefully to their feedback. When appropriate, they will signpost people to the Feedback and Complaints Team and other organisations that can support people to feedback their experiences. Other tasks will include answering phone enquiries and dealing with any incoming patient experiences and inputting patient experiences into our database.

During this time, the intern also will be working on current projects that are dealing with key concerns brought to our attention by the community. The tasks that the intern will be involved with will include working o Research Projects and attending some meetings to plan and develop work and practical activities to engage with the local community. The intern will also be meeting with NHS or social care staff and managers to find out information and present Healthwatch findings, visiting services, and talking to patients or service users. They will then take their findings and draft recommendations for projects.