

Three Over Tea Initiative

As part of our Three Over Tea initiative, Community Connectors are an important and valued part of our team at Healthwatch Herefordshire. The Healthwatch Team reach out to as many people as possible, but we need help to widen our web even further. Our Three over Tea initiative seeks voluntary 'Community Connectors' who can help us gather more experiences by speaking to people they already know. This initiative will encourage people who would not have contacted Healthwatch independently to share their experience. They will enable us to widen our reach in Herefordshire. We hope that you enjoy being part of the initiative and making a difference.

What does the role involve?

- Having a cup of tea with people you already know and collect their stories

What will you get out of it?

- Being part of a community of helping to get the public's voice heard
- Reimburse reasonable local travel expenses (at 0.45 per mile) and 'tea' costs (maximum of £8 per meeting), receipts required.

Skills or experience needed:

- Ability to talk to people you already know and record their stories.
- Be aware of privacy and share stories collected, only with Healthwatch.
- Treat those that you collect stories from with respect, dignity and with a non-judgemental ear.
- Healthwatch Herefordshire is committed to promoting diversity and inclusion. We welcome applications from individuals of all backgrounds and experiences.

Support and Training:

- Induction to Three Over Tea: an introduction to how the organisation works and how your input will help us achieve our goals.
- Ongoing support from a designated staff member to help with any questions and concerns you may have.
- Acknowledgement of the experiences you submit.
- Consult with you and keep you informed of possible changes regarding the Three Over Tea Initiative.

How much time is involved?

That is up to you! Healthwatch Herefordshire Volunteering is very flexible to suit your time and availability. You arrange a time to have a cup of tea with your friends or family around your needs. We hope that you will be able to submit 3 experiences within a 6-month period.

How will you record the information?

We are happy to receive feedback in any format and with as much or as little detail as people are prepared to share. The stories you gather, helps us to spot trends to identify areas for improvement and highlight examples of excellence.

The stories that you gather can be kept anonymous, but we may use quotes or elements of the story to evidence our findings. If an individual is willing to share their personal details, this will enable Healthwatch to follow up conversations if needed. It will also help us understand how specific groups experience health and social care services, supporting us in our mission to improve equality, diversity and inclusion. Please keep the experiences you gather private, sharing them only with Healthwatch. We will not share personal identifiable information with anyone without consent.