

Request Collecting

Your buddy: _____

Items you will need: A pen and a Notepad.

Dress code: As a representative of HBS, it is important to present a professional image, as you will be speaking to patients, visitors and NHS staff.

Timing: Please ensure that you are able to locate the hospital and are on time to meet your colleagues.

Hand Hygiene: Wash your hands before you undertake your duties and when you finish. Before every contact with a patient you must undertake hand hygiene. Facilities for hand decontamination are provided, including alcohol hand rubs.

On the ward:

1. You must firstly ask the permission of the nurses in the ward before collecting requests. Occasionally there are rooms that you may not enter, or patients that are not well enough to receive visitors. The nurses will advise you of this.
2. Once permission has been granted you are free to begin collecting requests. Introduce yourself to the patient, inform them that you are from HBS and ask if they would like a request played that evening. Patients may not be aware that they have a radio so please feel free to let them know about the service and how they can listen to it.
3. **The request details:**
 - Hospital name
 - Details of the ward / room you are visiting
 - Patients first name or title and surname (e.g. 'Mary' or 'Mrs Smith') or if the patient prefers they can remain anonymous on-air
 - The artist and song
 - Any additional comments such as message to be read out on-air

Note any patient requests with a specific time, and inform the studio.
4. Thank the staff and move on to your next ward.

Call the studio to pass on the requests on:
0141 204 0404 with the requests to be played.