

Request Collecting

Items you will need: A pen and a notepad and your valid photo-ID badge.

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 on time to meet any 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 as are face-masks if these are required to be worn.

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 hospital radio service so please feel free to let them know about the radio station and how they can listen to it.

Leave an 'HBS Flyer' with the patient to remind them how to listen in and also highlight that more information including programme schedule can be found on the web site.

Willing patients can also do a voice-recording of their request via the 'Speakpipe' option on the website.

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

Highlight any patient requests with a specific time and inform the studio.

4. When leaving the ward, thank the staff and move on to the next ward.

Contact the studio to pass on the requests:

Phone 0141 221 4043
email studio@hbs.org.uk

text 07756 434 225