

Young Adult Volunteers

Supporting social action with young people

Birmingham Women's and Children's NHS
Foundation Trust and Forward Thinking Birmingham

Patient Experience: Volunteering Services



By your side 

Our volunteering scheme

- Open to anyone aged over 16
- Across all our hospitals and clinics*
- Online learning prior to commencement
- Training and induction includes group work and familiarisation tour of site
- Opportunities to rotate placements
- Training opportunities during placements
- Volunteers Bulletin twice per month
- Regular Social events
- Those aged 10 to 15 years can participate as Junior Volunteers with school or organised group.

*Some services may request an older volunteer, if they have particular needs



Our volunteering scheme - benefits

- Young people are actively engaged with us
- They gain valuable life experience
- Skills may prove useful for work or education
- We have opportunities that can fit around studies
- Young volunteers become engaged in service improvement & campaigns
- We gain fresh views, perspectives and involvement
- References are given on completion of at least six months volunteering, minimum of three hours per week.



Volunteer Feedback

“The YAV programme has helped me to gain a valuable insight into the many healthcare roles that are available. It also increased my confidence as well as communication skills as I was given many opportunities to speak to not only the nurses on the wards but also the families and patients within that ward. It opened my eyes to the real world of health and made me realise how much parents go through each day knowing that their child is in treatment”.

“It motivated and empowered me even further to go into the healthcare sector as I've always wanted to make a positive difference in someone's health and well-being. This volunteering experience has allowed me to form new and trusting friendships with the YAV programme leaders, managers and the healthcare staff which I am very grateful for and has given me opportunities to meet amazing people”.

“It was amazing I learnt a lot of things while volunteering. Working with staff and others gave me a lot of experience and confidence and pleasure. Thanks”.

“My time at BCH has been amazing. It enabled me to be part of a community, something I have not been part of. It has been challenging but I have learnt a lot about myself and others, thank you”.

“I have enjoyed volunteering and developing the confidence to interact with the kids. I would definitely consider working in healthcare”.

“I really enjoyed the experience and I have learned so much, being able to talk to new volunteers and staff”.



Our Graduations



Our volunteering scheme - evaluation

- Our work with the #iwill national campaign to hear young people's voices has been evaluated.
- The Power of Youth Social Action Impact Report published May 2019
- 82% of young people believe they have things they can offer to others
- Over 87% of the young volunteers completing our programme Entry Survey think they might like to work in the NHS
- 73% of young volunteers answering our Exit Survey said being a volunteer had made them want to volunteer again
- Over 22% of Exit Survey respondents now want to take their education further than when they started the programme
- Around 10% of our young volunteers had experience as a patient.



Our Volunteering Services – Contact us

Bwc.patientexperience@nhs.net Patient Experience

Bwc.volunteers@nhs.net Volunteering Services

www.bwc.nhs.uk Our website

www.iwill.org.uk National #iwill campaign website

