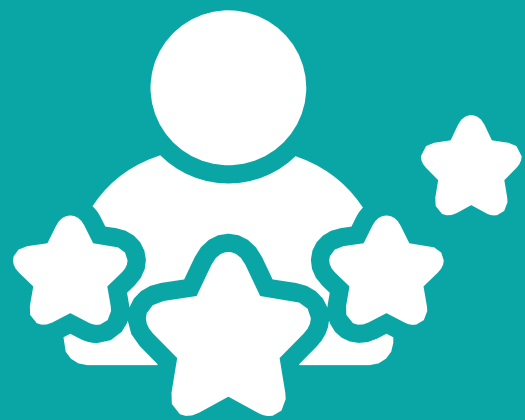




Volunteering partnership approach to enhance patient experience

- Presented by: Rob Conyers Head of Patient Experience and Volunteering
- Category: Partnership Working to Improve the Experience
- Patient Experience Network National Awards 2021
- Tameside and Glossop Integrated Care NHS Foundation Trust



Who we are

Tameside and Glossop Integrated Care NHS Foundation Trust is an integrated acute and community Trust based in the borough of Tameside, which is part of Greater Manchester. The Trust is an integrated Trust delivering acute and community services across Tameside and Glossop in Derbyshire. The Trust serves a population of 250,000, across both rural and urban settings.

The trust employs about 3,800 staff, has 524 beds across 28 wards and departments, 300 volunteers and has an annual turnover of £215 million.



The context

Our Strategy has set out how we want to develop our voluntary services so that we can provide a positive experience for volunteers, patients and staff across the organisation. Covid-19 brought a number of challenges and opportunities.



Increase our volunteering opportunities

We will increase the opportunities for volunteers who support us to help increase our volunteer numbers, particularly the numbers of young people and those from diverse backgrounds

Work together with local voluntary sector

We will work together locally with other organisations to promote volunteering and look at ways to make it easier to volunteer across organisations in Tameside and Glossop

Support staff to support volunteers

We want to ensure our volunteers feel supported, appreciated and welcomed. We will work with our staff to share information about what volunteers can do, and how best to support them, so we work together as an effective team

Engage, train and retain our volunteers

We will support our volunteers throughout their journey with us, whether that is for a few months or years. We will offer support and guidance so volunteers feel valued and are recognised for their help and expertise

What this will feel like ...

- I will feel valued and supported.
- I will feel part of a team.
- I will be able to get involved in a wide range of activities.
- I can share ideas on what good volunteer roles look like .
- I will have access to training and other development opportunities.



Planning and delivery

Planning and delivery took place quickly to be able to respond to the COVID-19 pandemic

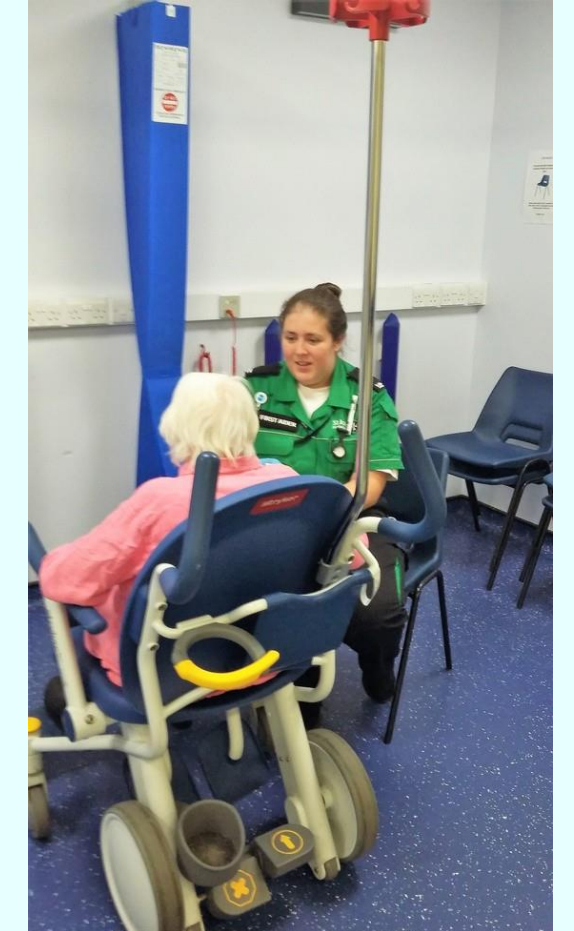
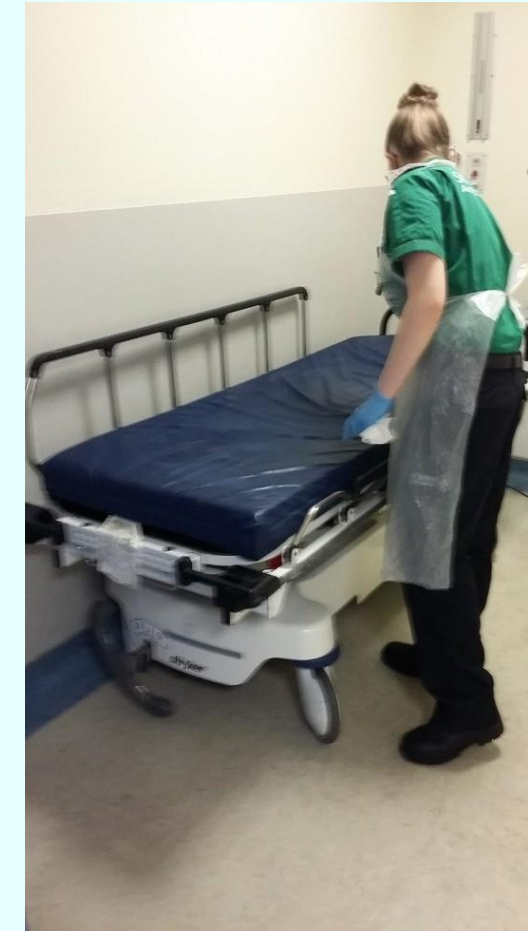
Initial conversations took place with the Trust's Head of Patient Experience and Volunteering and the St John Ambulance Regional Operational Command Centre to understand the offer, review the checks (such as DBS) that had taken place and identify the need across the organisation.

The MOU was then prepared and signed in April 2020. Within days St John Ambulance volunteers arrived at the Trust. The Executive Management Team and St John Regional Command Centre were very supportive of this approach and gave senior leadership support.



The beginning of a partnership model

- At the beginning of the Covid-19 pandemic St John Ambulance approached the Trust, to understand how their volunteers could support key priorities for the organisation including; improving care quality and outcomes for both patients and staff during this unprecedented time.
- In response, St John Ambulance has developed a volunteering model which placed trained volunteers into Emergency Departments to alleviate the pressure and demands of the system. Tameside and Glossop Integrated Care NHS Trust (ICFT) was the first Trust in the North of England to respond which has been hugely successful. The partnership began in April 2020, and has continued to date.



Supporting engagement

Clinical teams were vital in supporting this new role. Matrons and Heads of Nursing across the organisation helped to establish processes in their local areas to support volunteers. Volunteers had an information sheet they took with them to explain the training they had done and how they could support. If someone did not enjoy their placement or shift we talked to them, identified a new buddy and put them in a new areas. Sharing information in advance and having a reference card helped to break down some of the barriers that have previously existed. The Regional Command Centre were fantastic in providing support and guidance and helped to manage the ongoing placement of volunteers once processes had become established.

SERVICE DELIVERY MODEL

All volunteers go through adequate recruitment processes, including references and UK right to work documentation. A Disclosure and Barring Service (DBS) enhanced disclosure has been completed and deemed satisfactory for all volunteers taken on to work in regulated areas involving vulnerable adults and children in line with current guidelines. All volunteers will have undergone an occupational health clearance to undertake the tasks and role identified. St John Ambulance will make contact with the relevant person directly if there are any concerns about the volunteers' health or disability that could impact on the role or any adaptations or adjustments you consider may be necessary. St John Ambulance will meet the volunteer's obligations with regard to health and safety legislation including appropriate risk assessments ensuring that volunteers remain within the boundaries of their roles. Mandatory professional registration and/or qualification checks have been checked and verified to confirm suitability for employment with St John Ambulance (for HCPs only).

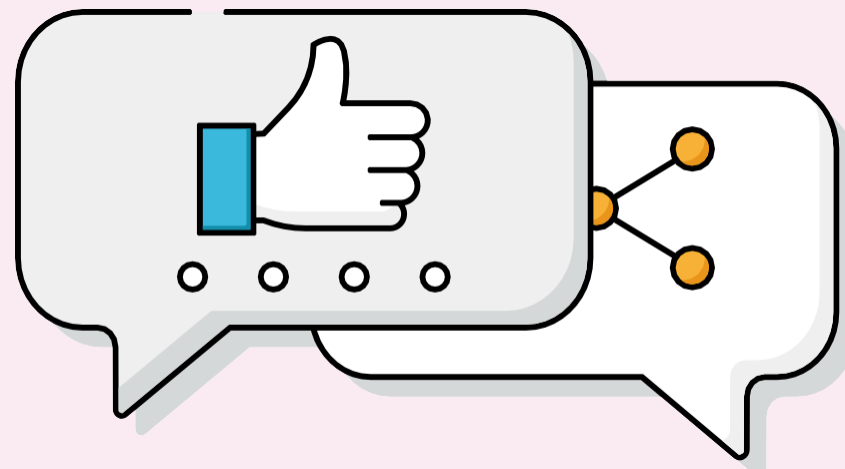
SCOPE OF PRACTICE

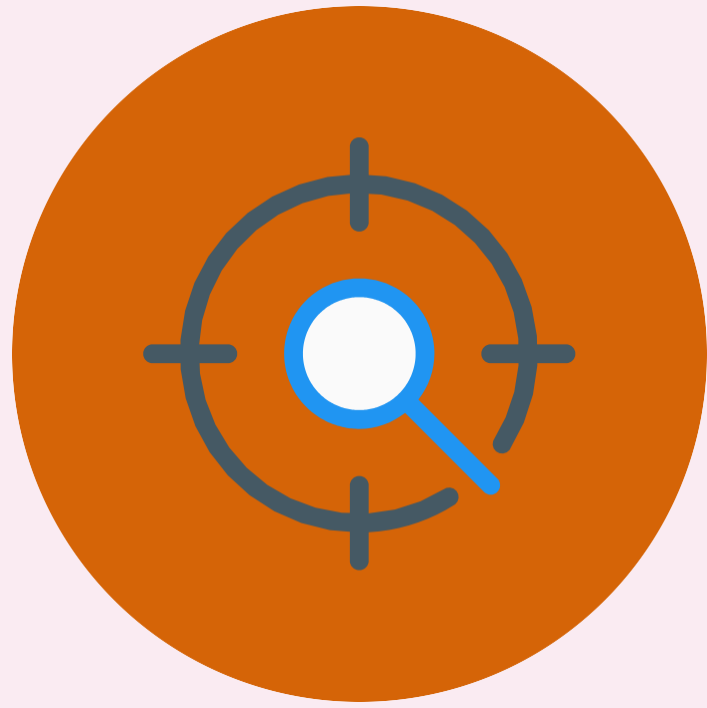
It is envisaged that the volunteers will be involved in supporting with the following activities.

Activity	Scope of activity
Nutritional Support	Providing food and drink to patients who are deemed clinical able to by the nursing and medical staff.
Movement of patients	Transferring patients to different parts of the hospital site, to wards, x-ray, and various areas within the Emergency Department.
Answering call bells	Attending to patients who press their call bell to triage requests and deal with low-level requests, such as additional blankets, drinks or to find out basic information.
Cleaning	Cleaning trolleys ready for next patients and ensuring that cubicles and patient areas are kept clean and tidy.
Arranging transportation	Supporting staff in arranging for taxis, and assisting patients to relative vehicles if they need assistance.
Basic monitoring	Be able to monitor patient's condition, and alert clinical staff to the deterioration of patients.
Emotional support	Be able to provide reassurance and comfort to patients who are anxious or need someone to talk to.
Corridor monitoring	Able to support clinical staff by caring for patients waiting in corridors once a handover has been made by ambulance staff.
Runners	Acting as runners, to collect prescriptions, equipment or other tasks in different parts of the hospital trust.
Observations and recording	Taking of observations, scoring to NEWS2 and recording as required and escalating if needed

If a St John's Ambulance volunteer is supporting your area please speak to them about how they can help. Please provide suitable induction, support and guidance to help them in their roles. For any urgent queries please contact ext:5985 to discuss these

• St John Ambulance is a Registered Charity, charity registration number 1077265





- From the first month commencing the 6th April 2020 to 31 April 2021 St John Ambulance have provided support every week
- Over 850 shifts completed and this continues to grow
- Each shift lasting between 8 - 12 hours, Monday - Sunday
- To date nearly 80 volunteers have supported the Trust which has not only provided tremendous support and assistance to staff and patients, but has also changed the career paths of a number of volunteers
- One such volunteer has now decided to change their current career plan as result of hospital volunteering and has now been accepted to study mental health nursing in September 2021

Impact and results

Further learning

- The hours that have been given by St John Ambulance volunteers and the number of people who have supported the Trust only tell a fraction of the impact of this joint working arrangement which has been significant for both St John Ambulance and the Trust. From an experience point of view for volunteers we found that linking people with a buddy really helped for new volunteers coming on board.
- This provided them with support from someone who had experience of volunteering in the department. Whilst quantitative measures can help to demonstrate impact (and a survey is shortly going to take place, which will be led by St John Ambulance, it is the stories that have been shared by staff, volunteers and patients (included in supporting document) that have really demonstrated the difference this has made.



Influence of this model

- Change in the way we work with partners - MOUs established with other partners
- Reviewed recruitment of new volunteers - refocused on identifying areas that volunteers can support in once initial checks made
- Created more awareness about how volunteers can support
- Identified opportunities for people to gain experience in health and social care
- Supported recognition and celebration across the Trust for volunteers



One of the St John Ambulance volunteers said:

“I qualified as a First Aider with St John Ambulance at the start of March. In the following weeks, the UK entered lockdown - meaning the events such as festivals and football matches, where I would typically have helped St John provide first aid cover, were cancelled. As part of its plan to support the NHS in the fight against the virus, St John provided volunteers with the unique chance of attending a COVID-19 specific training course, which I did.

This allowed me to work alongside NHS staff and St John volunteers at Tameside Hospital in both the A&E department and some wards. The St John volunteers take the pressure off staff by doing patient observations, helping patients eat and drink and generally interacting with them when the nurses are too busy. Everything from working their bedside television to discussions about cats has been had during my time on the wards, getting to know patients like this is a privilege. Working within the hospitals has a team atmosphere. The healthcare professionals treat you like colleagues and both they and the patients respect you.

One of the most rewarding aspects is when working on the wards being able to wave off a smiling patient as they are able to return back to their home, knowing that they could not be happier in that moment”.

What have we learnt



- We are not the only Trust to have worked with St John Ambulance but we wanted to create recognition about this partnership model and the impact it can have for NHS Voluntary Services
- Focusing on solutions as opposed to barriers helps to create a win/win mentality
- Rapid placement of volunteers is possible with the right information shared and agreements in place
- Induction can happen more quickly through local engagement, buddying and understanding of individual needs
- The model can be used for other partnerships and has changed the way we view these