Healthcare Improvement Scotland | Community Engagement

NHSScotland Volunteering Programme
Annual Report 2022-23

This report sets out key activity undertaken by the NHSScotland Volunteering Programme in 2022-23.

"There is no doubt that local management and delivery is the key to successful volunteering.

"The role of the Volunteering Advisory Board is to provide support to local volunteering leaders and with their help, advocate for and develop approaches that are best planned nationally, then implemented in local context.

"I would like to thank all Board members and their teams for their enthusiastic commitment and to all volunteers across NHS Scotland for the many and varied ways in which you help our patients.

"They and I owe you a huge debt of gratitude".

Tom Steele, Chair, NHSScotland Volunteering Advisory Board

(Tom is also Chair of the Scottish Ambulance Service Board)

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- The value of the contribution of NHSScotland volunteers
- The range of support provided to NHS boards by the NHSScotland Volunteering Programme, and how we used feedback to improve our support
- Priority areas for 2023-24

National NHSScotland Volunteer Induction training

During the reporting period of 1 April 2022 – 31 March 2023 a total of 657 learners began the training course. A total of 89% of these learners completed the course, whilst 11% of learners show a status of 'in progress'. *(N.B. not all NHS boards use the course for their volunteers).*

Of the 585 learners who completed the training course, 24% provided feedback using the five star rating system which is built into the NES TURAS platform. Most learners gave the course five stars, and no learners rated the course lower than three stars.

Some 45% of the 141 learners who provided feedback using the star rating system also provided us with comments relating to their experience. Many learners highlighted that the course is informative and helpful, and some drew attention to areas for improvement. Any suggestions received as areas for improvement are acted upon during the planned annual review of the training course and its content.

'It was very informative and helpful. I managed to gain a greater understanding and knowledge about volunteering through this volunteering induction.'

Course participant

Volunteering Management System

A significant amount of scoping work was carried out in 2022-23, supported by the Digital Health & Care Innovation Centre to develop the business architecture, business model, process mapping, functional requirements and budget for a new digital platform for volunteering in NHSScotland.

We saw significant levels of engagement in the scoping work from staff working in volunteering related roles across NHSScotland, with 81 staff attending across nine sessions. We are grateful for their input and support.

Recognition and celebration of volunteering

Each year we host a webinar as part of our Volunteers' Week celebrations. This year our webinar 'Inclusive Volunteering: turning intent into action' was attended by 110 participants on 9 June 2022.

During Volunteers' Week, Programme Manager Janice Malone accompanied Sophie Ross, an NHSScotland volunteer to a special reception at the Scottish Parliament where Sophie shared her own experience of the difference that volunteering made to her.

We were also delighted to highlight the contribution of a number of NHSScotland volunteers through case studies, some of which were picked up in local press.

Messages of thanks and gratitude for the work of volunteer managers working in NHSScotland was the focus for us on International Volunteer Managers Day on 5 November 2022.

A volunteering showcase took place on 5 December 2022 to celebrate International Volunteers Day. We heard from volunteers involved in the Volunteer Community Listeners Service in NHS Tayside and the Youth Volunteering Summer Programme 2022 in NHS Lothian.

In partnership with Healthcare Improvement Scotland, Helpforce and NHS Education for Scotland, NHS Tayside designed and delivered an 18-week pilot of a volunteer discharge support service between October 2022 and February 2023. The service involved volunteers calling patients for up to five consecutive days following discharge. Additionally, volunteers were able to provide support to the family members/carers of the patient to ensure that they were managing well with caring for their loved one post discharge.

Key findings
Emerging findings suggest that volunteer support can result in improved outcomes for patients' and family members/carers' emotional wellbeing and confidence in care. Overall staff perceptions of patient safety and community connections after discharge appear to have improved and most individuals were satisfied with the service. However, there were some challenges in embedding the service within the hospital discharge process. Most volunteers appear to have enjoyed their volunteering experience; however, anticipated outcomes do not appear to have been met for all, and example of this is increasing their interest in a health / care career.

NHS Tayside

helpforce

NHS Education for Scotland

During the pilot there were...

25 patient referrals	118 calls completed	5 active volunteers	52 volunteer hours

13 of 14 patients felt volunteer support improved their mood and reduced anxiety

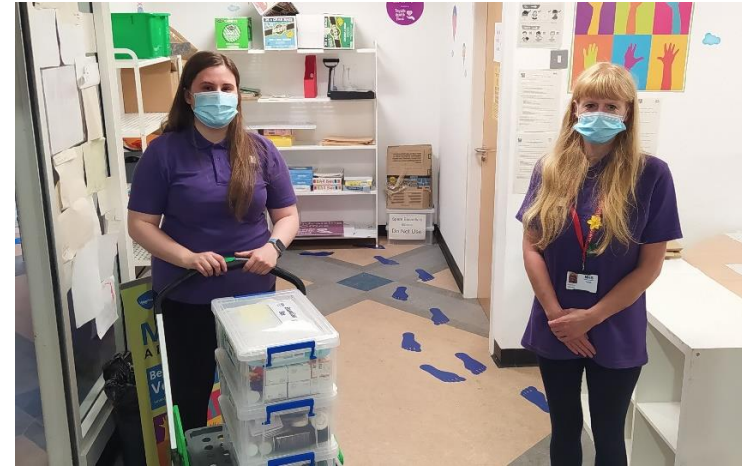**11** of 15 staff members were satisfied with the discharge volunteer service

"You have **hit the nail on the head** with this service. The calls were **much appreciated**. I am on my own and it was good to have someone to talk to each day and **increase my confidence** when I needed it. The way the volunteers talked to me was **marvellous**, they **helped me no end**. I wish I could shake their hands and thank them."

6 of 6 family/carers agreed volunteer support helped them to feel less isolated

3 of 4 volunteers felt the role met their expectations and were satisfied with their experience
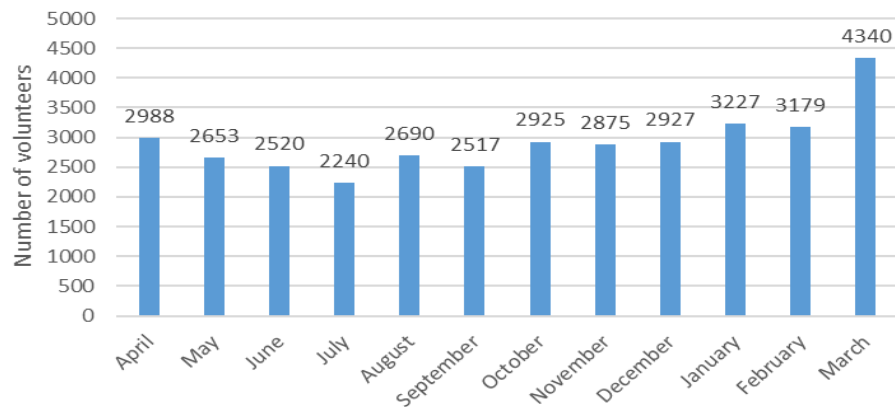
The value of NHSScotland volunteering

NHSScotland volunteers are active in every NHS board in Scotland, and undertake a wide variety of roles which add value to the care and support of patients and their families.

Volunteers provide support in hospital wards and outpatient departments, assist patients and visitors to find their way around, tend gardens, provide befriending and listening services, help provide spaces for staff to relax and recharge – to name just a few of the ways that volunteers add value to NHSScotland services.

NHSScotland volunteers 2022-23

Month	Number of volunteers
April	2988
May	2653
June	2520
July	2240
August	2690
September	2517
October	2925
November	2875
December	2927
January	3227
February	3179
March	4340

In 2022-23 NHSScotland volunteers gifted 483,000 hours of their time, contributing the equivalent of £7.3 million* to Scotland's economy

*calculated using Volunteer Scotland's formula

"We are so grateful for the huge contribution that volunteers make to people in NHSScotland.

"Volunteers have an amazing breadth of roles in every part of the system from hospitals to primary care and community services. Through their dedication, volunteers make such a difference to the lives of patients, complementing the roles of NHS staff."
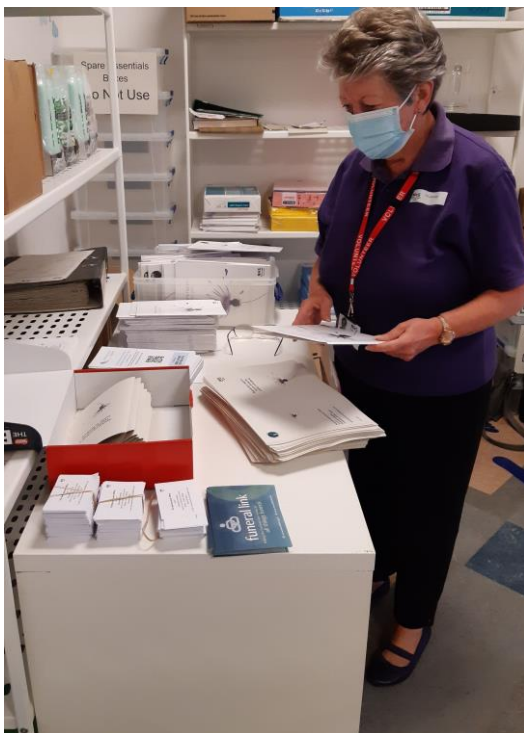
Clare Morrison
Director of Community Engagement, Healthcare Improvement Scotland

An average of 2,932 volunteers participated each month in 2022-23

NHSScotland Volunteering Practitioners Network

The programme provides a range of support to NHS boards on issues related to volunteering via its Volunteering Practitioners Network including:

- Community of Practice / peer networking / practice development opportunities.
- Regular communication and updates on volunteering related matters / Volunteering Helpdesk / Development of guidance and resources to support volunteering in NHSScotland.

In 2022-23 the programme delivered:
- 1:1 volunteer management support on 220 occasions.
- Nine peer support / practice development sessions , with 113 attendees.
- 15 information bulletins issued to the 86 members of the Volunteering Practitioners Network.
- Nine volunteer information system training sessions delivered to 35 staff.
- Weekly updates to community of practice.

Feedback from NHS boards

Each year we ask for feedback on the support provided by the programme to NHS Boards the previous 12 months, and to gather suggestions for improvement in future. We worked on a number of improvements during 2022-23 as a direct result of feedback received in the survey.

- Reduce the frequency of the Bulletin to once per month, and made it clear which information is new.
- Deliver bi-monthly virtual peer networking sessions. The programme team continued to provide light touch facilitation at these sessions, and made an effort to learn from participants about the particular challenges faced by teams on the ground.
- Delivered a hybrid Volunteering Practitioners Network event.
- Delivered two practice development sessions based on the most popular suggested topics.
- Created a programme of development for guidance and resources in line with suggested topics, co-produced with volunteer managers.
- Continued to develop the community of practice.

NHSScotland Volunteering Advisory Board

The NHS Scotland Volunteering Advisory Board have supported the Volunteering Action Plan for Scotland - https://volunteeringactionplan.co.uk/ along with partners to promote and support the further achievement of actions in the Plan and its aim to create a Scotland where everyone can volunteer, more often, and throughout their lives.

> "
>
> I've really appreciated the national support and guidance available - as someone new to role, it's been invaluable.
>
> NHSScotland Volunteer Manager

Our programme priorities for the coming year are:

- Aligning the vision for the Volunteering in NHSScotland Programme with the Healthcare Improvement Scotland – Community Engagement Strategic Vision, due to be published in June 2023.
- Progressing work to procure a new digital platform to support volunteering in NHSScotland.
- Scoping our 'Once for Scotland' approach to education and training for volunteers and staff working in volunteer management roles.
- Continue development of 'Once for Scotland' guidance, tools and resources to support volunteer management in NHSScotland.
- Continue to develop skills in Quality Improvement within the programme team.
- Carry out a national EQIA for volunteering in NHSScotland.

"Volunteers don't get paid, not because they're worthless, but because they're priceless."

Sherry Anderson