

Emergency Department Volunteers Project - North West Anglia NHS Foundation Trust

Evaluation Findings - October 2022

ED Volunteers Project

- In **North West Anglia NHS Foundation Trust** Emergency Department, volunteers have been supporting patients and staff members since 2022.
- The volunteering project aimed to provide support to staff and to help for improving the experience of patients and their families.
- In this evaluation report, data collected from **volunteer and staff surveys** have been analysed to demonstrate the impact that volunteers have been making in the service.



Programme Evaluation

- The ED Volunteers Project supports a multitude of **staff, patients and volunteer outcomes** which includes increased capacity and improved productivity for staff members; improved patient experience; increasing confidence and developing new skills for volunteers.
- During the programme, quantitative and qualitative questions were asked to staff members who worked with volunteers regarding the overarching outcomes.
- Additionally, volunteer surveys were completed by volunteers after their inductions and being in role for some time.
- As part of the evaluation process, 16 volunteer pre-surveys, 16 volunteer post surveys, and 21 staff surveys completed.

21
staff surveys
completed

16
volunteer pre-surveys
completed

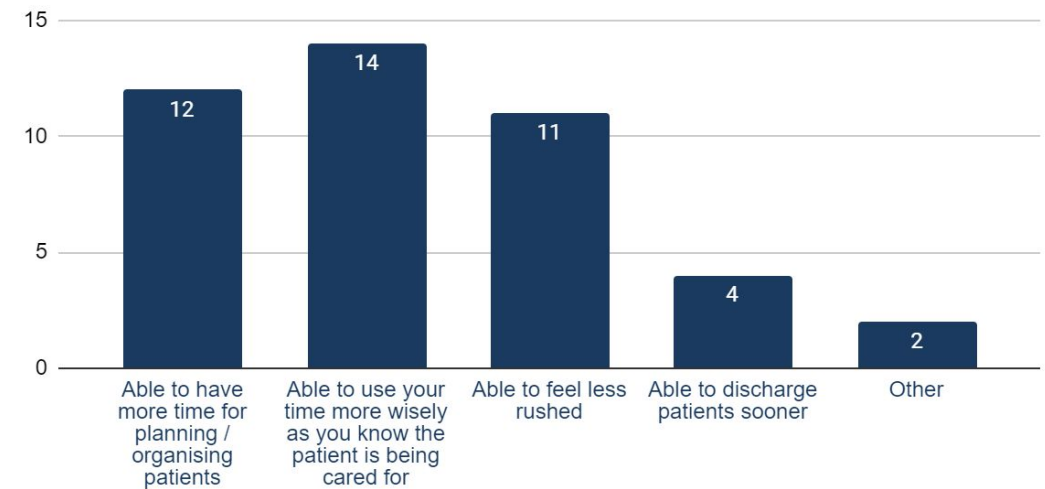
16
volunteer post-
surveys completed

Impact on the ED staff members

- Through the ED volunteering programme, it is hoped that front line staff members will increase their knowledge of, interest in, and use of volunteer services, and gain increased confidence that volunteers are adding value.
- Staff members were asked how much they agreed that these outcomes were achieved by the programme.
 - **90% of staff agreed** that volunteers had a **positive impact on their time**; which allowed them to **use their time more wisely**, able to **have more time for planning/organising patients** and were **able to feel less rushed**.
 - Further, **80% of staff** told us their recent interactions with volunteers altered their views on the support they can offer within an emergency setting supporting patient experience.
 - Additionally, **90% of staff members** (18 of 20) reported that patients were supported by volunteers in providing nutrition and hydration in emergency department.

If volunteers freed up your time, what were you able to do with this time?

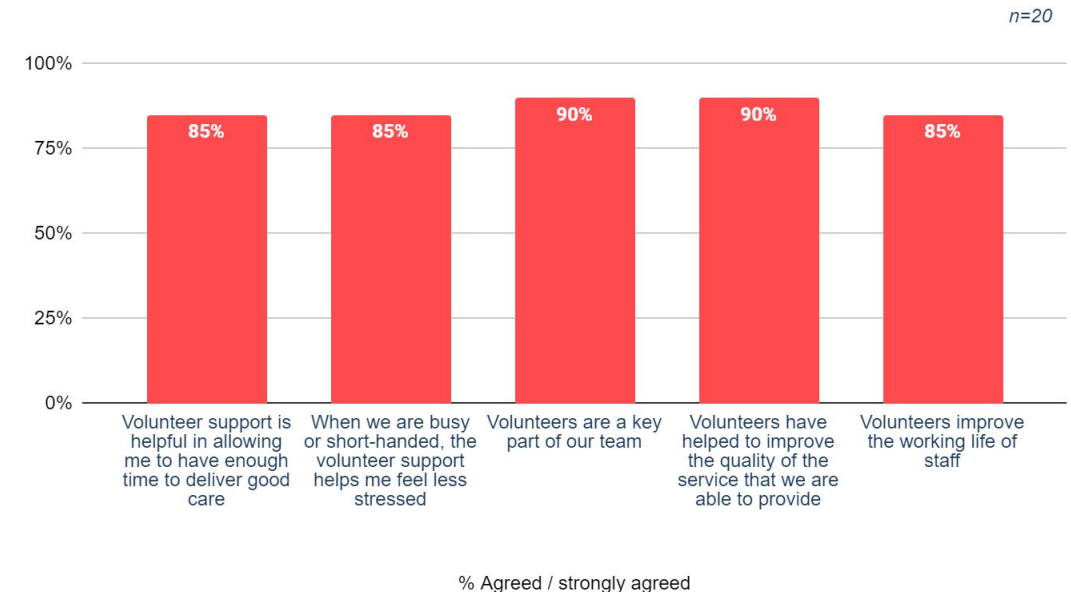
n=19



Impact on the ED staff members

- Staff members were also asked to provide their perceptions in what difference having volunteer support has made to them throughout the project.
 - **90% of staff** agreed or strongly agreed that volunteers **are a key part of their team**, and **helped to improve the quality of the service they provide**.
 - **85% of staff** shared volunteers were helpful in freeing up staffs' time allowed them to **deliver good care** and helped them to **feel less stressed** when they were short handed.
 - **85% of staff** believes that volunteers **improve the working life of staff**.
- Further, **81% of staff** reported that their recent interactions with volunteers **altered views on the support they can offer** within an emergency setting supporting patient experience. While three individual shared they were already seeing volunteers as an asset.

Staff perception on the volunteer support they received



Additional feedback from ED staff members..

- Staff members have reported that the volunteers have been helpful in supporting the department and are an important part of the team.
- Several staff members have also commented on the positive experience they have had from working with volunteers in the emergency department.



"They are absolutely key to being an extra pair of eyes, ears and hands to support an incredibly demanding department and improve patient care and safety."

Staff member



"Great honour to have them in our ED"

Staff member



"They are really helpful in the department. Volunteers do a wonderful job with refreshment provision."

Staff member

ED Volunteers Impact - Patients

- As part of the ED volunteering project,
 - **1462 total number of patient support hours** (between 1st Jan 2022 and 25th July 2022) have completed **by 41 volunteers**.
 - **898 drinks** were provided to the patients,
 - **201 number of patient interactions** were recorded in accompanying patients and providing emotional support by volunteers.
- In this project, as a result of highly dynamic emergency department environment, data collection from patients was inconvenient. Therefore, to prove the impact of volunteer support had on patients, staff members were asked to provide their perceptions.
 - **90% of staff members** agreed or strongly agreed that volunteers supported patients with nutrition and hydration.¹

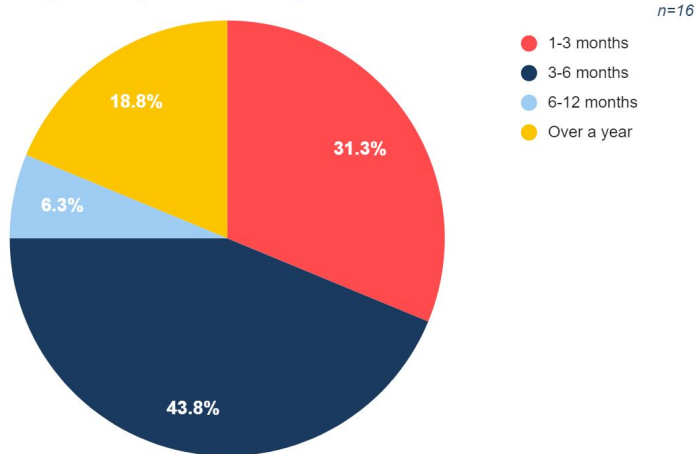
Placeholder for ED Volunteer Project photo

¹ N=21

Volunteer Insight & Impact

- Volunteers who participated in the ED programme reported that they volunteered **at least once a week** and spent **20 hours in a month** on average.
- The majority of the respondent volunteers (44%, 7 of 16) shared that they have been in their role between 3 to 6 months.

How long have you been in your volunteer role?



- When volunteers were asked to feedback on their volunteering experience,
 - **100% of the volunteers** said they were very satisfied or satisfied with their volunteering role.
 - Further, **100% of them** reported that volunteering has met or exceeded their expectations.
- Volunteers further explained...



"Volunteering has given me a purpose and has helped with my confidence. It is a very rewarding role helping patients and the staff. I have also made friends. The volunteer staff are really lovely people and the role is a pleasure."

- Volunteer



"Really enjoying my time volunteering. I'm gaining insight into the paid roles by watching and asking questions and I enjoy speaking with the patients - for a general chat or to keep them company. Also, there's always a smile when the cups of tea are delivered!"

-Volunteer

Volunteer Insights - Induction

- In North West Anglia NHS Foundation Trust, Emergency Department volunteers were asked to provide feedback after completing their induction in the project.
- **100% of volunteers** reported that:
 - they were invited to their induction with clearly defined instructions;
 - they found additional induction helpful for their volunteering role at the Emergency Department;
 - agreed that knowledge they gained throughout induction was relevant to their volunteering role;
 - they felt confident in their coordinator and comfortable about asking questions when needed;
 - after attending the induction, they were more confident in their volunteering at the Trust;
 - Emergency Department induction enhanced their consciousness around volunteer boundaries.²

- Some additional insights were provided by volunteers with qualitative questions as well. When volunteers were asked to reflect on what was their biggest takeaway from the induction, they told us..



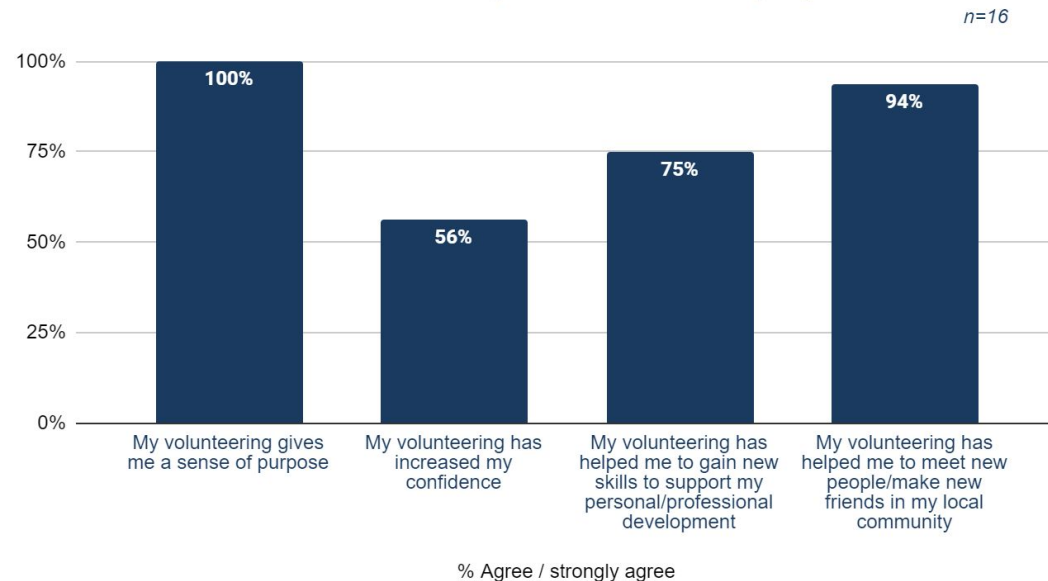
- Volunteers also provided feedback on the induction process overall..



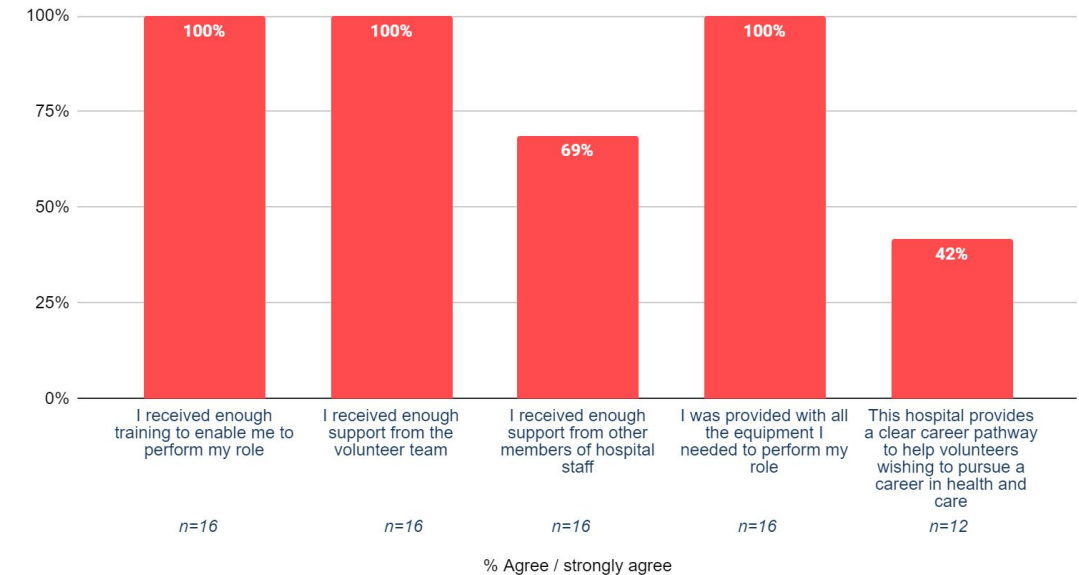
² N=16

Impact on the ED volunteers

Volunteer feedback on their experiences in the project



Volunteer perceptions on the support been provided in the project



- After the ED programme, volunteers were asked to provide their feedback on their experiences in the project. **100% of the volunteers** reported that volunteering gives them a sense of purpose, **94% of them** said it helped them to meet new people/make new friends in their local community, and further **75% of volunteers** told us volunteering at the emergency department helped them to gain new skills related to their personal/professional development.
- Volunteers also shared their perceptions on the support they received during the project. **100% of volunteers** told us that they received enough training and support, and were provided with all the equipment to perform their roles.
- Only 42% of volunteers shared they were provided with a clear career pathway in health and care. However, the main reason for this appears to be some volunteers are retired or/and not looking for this opportunity.

Additional feedback from ED volunteers..

- Volunteers who partake in the ED project has also provided additional feedback on their experience. They told us...



"I feel I add value, it has helped my confidence with situations I wouldn't usually be so comfortable with. I feel our volunteer coordinator for ED goes above and beyond to make me feel"

- Volunteer



"Fantastic team of people, great support and guidance and strong feeling of undertaking a very valuable role which enhances patient experience."

- Volunteer



"The entire experience has been extremely rewarding - from the patients themselves and from the ED staff It certainly gives me a great sense of self worth"

- Volunteer

Conclusion

- In North West Anglia NHS Foundation Trust, the Emergency Department volunteers programme has resulted in a positive impact on staff members and volunteers, such as saving staff time and volunteers gaining new skills for personal/professional development, improving social connections and increasing their confidence.
- Since the volunteers have been in the service, as well as having a positive impact in working life of staff, they also recorded significant number of patient support hours and interactions.
- This evaluation report has demonstrated that volunteers are beneficial and highly valued in emergency services.

help*force*

Thank you

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