

# Derriford Hospital, Plymouth

Derriford Hospital is the **largest specialist teaching hospital** in the south west peninsula and the region's **major trauma centre**. Serving the population of Plymouth (262,000) and the wider catchment area of South and West Devon and East Cornwall.

We have other hospital sites including minor injuries units and community hospitals within our Trust.

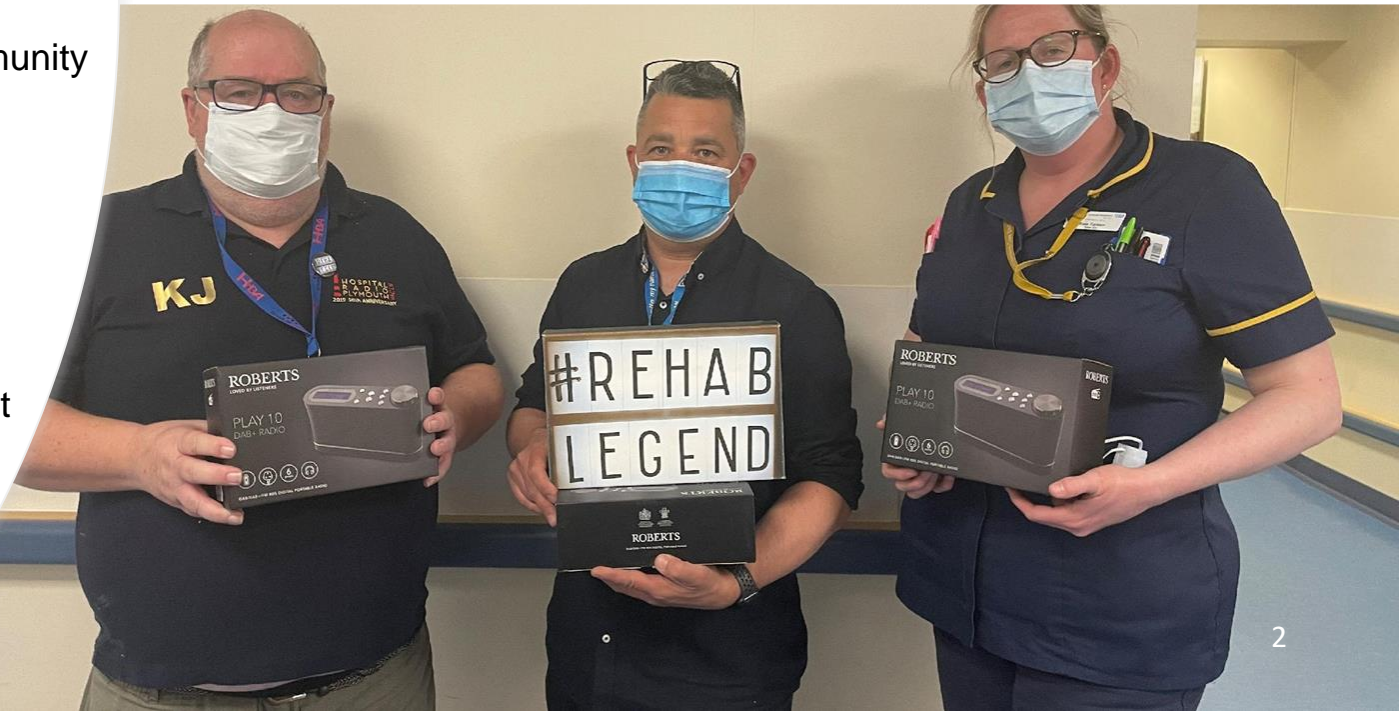
**Voluntary Services team:** Volunteer Services Manager (Full time), 2 Volunteer Coordinators (1.8WTE), 1 Volunteer to Career Coordinator (0.4WTE), 2 Volunteer Facilitators (0.8WTE) and Volunteer Administrator (Full time)

**350 volunteers** although continuously growing with lots of vacancies (this doesn't include the vaccination volunteers)



# Voluntary Services Challenges

- Developing 'high impact' volunteer roles in response to need
- Increasing resources and capacity for Voluntary Services to deliver volunteer support and experience
- **Increased pressures for hospital staff teams and departments**
- Attracting and recruiting volunteers at pace to meet Trust needs
- **Maintaining volunteers motivation** by providing adequate induction, training and ongoing supervision and support
- **Increasing diversity of volunteers** to better reflect local community demographics
- Celebrating volunteer success
- Collecting impact measures and meaningful KPIs
- **Voluntary Services reputation building**
- Legacy of ineffective roles
- Increasing visibility and value of volunteers throughout the Trust
- Response to internal audit
- **Communication and visibility with senior leaders**
- Difficult relationships with partner groups



# Voluntary Services Response & Successes

- Defined volunteer roles including active response volunteer
- Volunteer Strategy and Strengthening governance
- **NHSE funding for Patient Engagement Phone call services**
- Engagement with key clinical leads
- Development of new Volunteer to career' VtC programme
- Improved understanding of local demographics
- **Collaboration with Plymouth Volunteer Coordinator Network and One Devon**
- Review and revise volunteer recruitment and retention processes
- **Improved monitoring and evaluation of volunteer roles to demonstrate impact**
- Working with local colleges/universities to diversify age demographic
- **New Volunteer management software launch**
- **Celebration event**
- Development of volunteer training options
- **Alignment to staff wellbeing services, induction and communications**



# How Helpforce has helped

- **121 'coaching' engagement and development support** Developing an Active Response Volunteer role
- **Critical friend support in review of NHSE Funding**
- Participating in **Capacity Building Support Groups** with a focus on Equality Diversity and Inclusion (EDI) and the role of volunteers in the **Emergency Department**
- Connect with **Insight and Impact I&I Service** to measure and demonstrate the impact of volunteering initiatives
- **Engage in Helpforce Network activities including focussed sessions and webinars**
- Receiving funding to develop and deliver a Volunteer to Career (VtC) Programme
- **Sharing** resources with others including volunteer RDs and training, plus Volunteer Services Strategy
- **Connecting with others to share ideas, success and challenges**
- Back to Health campaign

## Outcomes



### Patient / Service user

Patient feels they are still being supported



### Patient / Service user

Improved emotional wellbeing, decreased feelings of isolation



### Families

Increased continued received



### Organisation

Continuous improvement in volunteer services and projects



### Organisation

Improvement of patient / service user satisfaction scores



### Volunteers

Confidence doing is a families &



### Volunteer

Develop new skills that supports their personal & professional development



### Organisation

Impact on other organisations such as LiveWell, Age UK



### Staff

Staff believe that volunteers are having a positive impact on their working lives



### Staff

Staff freed up to perform clinical tasks



### Volunteers

Improved needed% tangible & of benefit organisat



We are a UK-wide charity that supports organisations to make a greater impact in Health and Care through the involvement of volunteer

**Helpforce Network - over 300 partner organisations (NHS, VCSE sector) and 800 individuals promoting shared learning and peer to peer support opportunities through our Focussed session, Capacity Building Support Groups and webinars**

- **Engagement and Development** - Identify challenges and ambitions for Volunteer Services to build capacity to expand and enhance volunteering opportunities within health and social care
- Help partners to **implement high-impact volunteering roles** and develop patient support pathways involving NHS Trusts/Health Boards and voluntary and community sector services
- Support to develop **Volunteer Services Strategies and Business Cases**
- **Evaluation** - make evaluation more accessible through our **Insight and Impact (I&I) service** to demonstrate evidence of the impact to help increase investment in volunteer services
- **Collaboration** - Support the building of cross sector partnerships bringing together people, communities and healthcare

# Where and how volunteers can add value to Patient support Pathways?

## Roles - paid and volunteer

- Virtual ward support
- Befriending/Community Navigators
- Social Prescribing Link Workers
- Attend Anywhere digital Support

## Volunteer Roles

- Hospital to home
- Discharge support - enhanced ward support/discharge lounge
- Patient Transport
- Falls prevention

## Outcomes

- Reduce readmissions
- Reduce unnecessary ED admissions
- Reduced social isolation

## Volunteer Roles

- Discharge Lounge
- Ward support - enhanced
- Emergency Department
- Mobility & nutrition support
- Pharmacy runners
- Virtual ward / digital support

## Outcomes

- Prevent ill health & manage long term conditions
- Increased support from local VCSE sector
- Reduce pressure on NHS services
- Tackle health inequalities
- Improved Person Centred Care



## Volunteer Roles

### Patient Engagement Phone call Support Service

- Waiting list patients - reassurance calls
- Post Discharge calls
- Well-being check in calls

## Outcomes

- Avoid further deterioration
- Improved wellbeing
- Reduce pressure on NHS services
- Improved readiness for procedures / treatment
- Increased support from local community & voluntary services

## Outcomes

- Patients – avoid deterioration during hospital stay; get home on time
- Staff time saved; improved satisfaction & engagement
- Improved patient flow
- Reduced DNAs

# Healthcare Service Mapping to identify key stakeholders

## **Key Stakeholders**

### **Alignment to One Devon ambitions**

- Statutory Sector
- Adult Social care/care homes
- ICS/ICB representation
- PCN representation
- Private Sector - Domiciliary care providers and local Residential care homes
- Community Nursing
- Community Groups
- Faith Groups
- Healthwatch

### **Current challenges for patient discharge pathways**

- Delays in discharging patients due to lack of support at home
- At home, limited support and engagement in local support services
- Hospital experiencing “frequent fliers” - opportunity to identify who these patients are and providing targeted discharge support from ‘hospital to home’

## **Develop a more detailed understanding about what is going on locally and challenges**

Where are the pressures and what do these look like?

Who are viewed as “most vulnerable”?

What support is currently available?

What are the gaps in service provision?

- Which patients or cohorts of patients requiring priority support package?
- Referral pathway for different patients accessing ‘hospital to home’ support
- Measuring the impact on patients, volunteers, and service providers

# How Helpforce can support you

## Engagement and Assessment

- Understanding challenges, constraints, capacity, needs and aspirations
- Identify resource opportunities, including funding
- Identifying key stakeholders - potential collaborative working

## Planning and Development

- Revising Volunteer strategies
- Increasing access to best practice
- Developing Business Case
- **Engagement with key stakeholders locally**
- **Connecting to peers nationally**

## Delivery

- Support design and development of strategies and business cases
- **Connecting you to what has worked well with peers UK wide**
- Measuring impact with Hf I&I Service support
- Collaboration and cross sector

## Achievements

- Recognising and sharing achievements with others
- Providing a platform to promote your work - including Hf Networking opportunities
- **Establishing cross sector partnerships**

### How can we add value?

- Project management
- Evaluation
- Capacity Building
- Stakeholder mapping
- Networking
- Facilitation

- Coaching approach
- Critical friend
- Mentoring
- Peer support matches
- Advocacy

### What else can you expect from us?

- Pragmatism
- Connections with peers
- Enthusiasm and Confidence
- Knowledge and expertise
- Time for reflection
- Tools and resources

### What are the benefits?

- Growth and development of volunteer services
- **Deliver 'high impact' volunteer roles and initiatives**
- Shared learning opportunities with peers
- Deliver sustainable services
- **Increased visibility and recognition of the value of volunteers**