

Back to Health Year 1 Impact Report 2022/23

*Now is the time to unlock the power of
volunteering*





Welcome



Why the Back to Health campaign is an important campaign



Why health and care organisations need to join this campaign

Thank you to 45 health and care organisations that joined the **Back to Health** campaign



Alder Hey Childrens Hospital NHS Foundation Trust
Aneurin Bevan University Health Board
Barking, Havering and Redbridge University Hospitals NHS Trust
Bart's Health NHS Trust
Beatson Cancer Charity
Bradford District Care NHS Foundation Trust
Camden and Islington NHS Foundation Trust
Central and North West London NHS Foundation Trust
Chelsea and Westminster Hospital NHS Foundation Trust
Cheshire and Wirral Partnership NHS Foundation Trust
Cheshire East ICP
Cornwall Voluntary Sector Forum
Friends of Moorfields Eye Hospital
George Eliot Hospital NHS Trust
Guy's and St Thomas' NHS Foundation Trust
Hale Community Centre
Hillingdon Hospitals NHS Foundation Trust
Hounslow and Richmond Community Healthcare NHS Trust
Kingston Hospital NHS Foundation Trust
Leeds Teaching Hospitals NHS Trust
Lincolnshire Community Health Services NHS Trust
Liverpool Women's NHS Foundation Trust

Mid Cheshire Hospitals NHS Foundation Trust
Mid Yorkshire Hospitals NHS Trust
Moorfields Eye Hospital NHS Foundation Trust
NHS Tayside
North West Ambulance Service NHS Trust
North West Anglia NHS Foundation Trust
North West London ICB
Northern Care Alliance NHS Foundation Trust
Oxford Health NHS Foundation Trust
Oxford Health NHS Foundation Trust
Royal Berkshire NHS Foundation Trust
Shrewsbury and Telford Hospital NHS Trust
Somerset Partnership NHS Foundation Trust
South Central Ambulance Charity
South London and Maudsley NHS Trust
South Tees Hospitals NHS Foundation Trust
South Warwickshire NHS Foundation Trust
St Oswald's Hospice Ltd
Suffolk and North East Essex STP
University College London Hospitals NHS Foundation Trust
University Hospitals Coventry and Warwickshire NHS Trust
University Hospitals Plymouth NHS Trust
West London NHS Trust

#thehelpforce

And thank you to our
supporters and funders
for **believing** in us

Our funders include:

The Burdett Trust for Nursing

The Oak Foundation

The Said Family

The Garfield Weston Foundation

The John Armitage Charitable Trust

The Peacock Charitable Trust

NHS England

The Swire Charitable Trust

The Schroder Foundation



The Back to Health impact



Working on over **50** change projects across our Back to Health framework



	Waiting Well	Getting Well	Recovering Well	Living Well
Roles	<ul style="list-style-type: none"> • Waiting well volunteer callers • Falls Prevention volunteers 	<ul style="list-style-type: none"> • Active Responders • ED volunteers 	<ul style="list-style-type: none"> • Hospital to home volunteers 	<ul style="list-style-type: none"> • Community hub volunteers • Community activity groups
Outcomes	<ul style="list-style-type: none"> • Avoid further deterioration • Improved wellbeing 	<ul style="list-style-type: none"> • Patients – avoid deterioration during hospital stay; get home on time 	<ul style="list-style-type: none"> • Improved discharge support • Reduce unnecessary ED admissions 	<ul style="list-style-type: none"> • Prevent ill health & manage long term conditions • Increased support from existing VCS services

A woman in a purple t-shirt and face mask is holding a yellow bag of supplies and talking to another woman in a hospital setting. The woman in purple is wearing glasses and a blue surgical mask. She is holding a yellow bag with a white label that has some text and a logo. The woman in blue is looking at her. The background shows a hospital room with a window, a bed, and a counter.

Our Back to Health campaign launched in 2022, with the goal of working with 100 organisations on high impact projects to help **1million** people, staff, and services

Back to Health Campaign

Helpforce is working tirelessly with our partners to bring the Back to Health campaign to life, making sure volunteering can help get the UK back to health.

During 2022/23, we worked with **45 partners** to deliver volunteering services that supported:

165,297 people

91,154 patients/clients

25,543 volunteers

48,600 staff

Key
People · Patients/clients · Volunteers · Staff

Back to Health: Year 1 in numbers

* Evidenced outcomes are specific pieces of evidence we have gathered around the impact of volunteering in the health and care sector. For more information please see our website page [here](#).

We have created

30

innovative volunteer roles

We have supported

72

adopt and adapt volunteer projects

We have collected

89

*evidenced outcomes**

We have welcomed

256

new network members

We have helped partners to raise

£1.83M

for volunteer services and programmes

We have completed

15

project evaluations

We have hosted

1,597

members at webinars/focused discussions

We have provided

141

downloads of volunteering service guides

How the campaign helps to tackle pressing challenges facing health and care



How Back to Health helps to tackle health and care challenges

Shortages of health and care staff to meet increased demand

Our Volunteer to Career Programme is delivering great results



Results so far

73%

Of volunteers went on to secure employment or further education/ training

89%

of volunteers increased or maintained their interest in a health/care career

14%

improvement in workforce planning for volunteering Self Assessment Tool Score

29%

Improvement in volunteer to career pathway's Self Assessment Tool Score

How Back to Health helps to tackle health and care challenges

Pressure on health and care staff, leading to low morale and wellbeing



We have supported organisations to design volunteering initiatives to alleviate pressure on staff and provide efficiencies in patient care.

Results so far: Across several volunteering interventions, staff were asked about the impact volunteer support had for them

81%

agreed that volunteers' support helped them to feel less stressed⁸

84%

agreed that volunteers improve the working lives of staff⁹

90%

agreed volunteer support is helpful in allowing them enough time to deliver good care¹⁰

59mins

of time was saved for each volunteer interaction, staff have estimated¹¹

How Back to Health helps to tackle health and care challenges

Declining public satisfaction with the NHS and social care



Patients more likely to report empathy from NHS services that include volunteer initiatives

Results so far: Patients were asked about the impact of volunteers' support on them and they said:

96%

Agreed that the volunteer cheered them up/improved their mood ¹⁶

95%

Agreed that the volunteer helped them to feel less anxious ¹⁷

82%

Felt they were made to feel at ease ¹⁹

82%

*They were really listened to ²⁰
(vs. 71% for patients not supported by volunteers)*

Our offering

The support that Helpforce offers our partners in health & care

PROJECTS

Back to Health Pathway

Implement series of volunteer roles across an integrated care pathway, to address NHS pressures

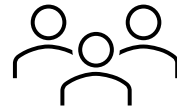
Volunteer to Career (VtC)

Build future workforce by putting VtC projects into multiple orgs in NHS & social care

VCS collaboration

Help you maximise existing VCS assets

PEOPLE



Dedicated programme manager.

And access to the Helpforce team with expertise in:

- Volunteering change projects – across multiple health & care settings
- Working with VCS
- Community engagement
- Evaluation – proving impact against health outcomes
- Volunteer management & practice

SERVICES

Adopt & Adapt

Quickly & effectively implement a high-impact volunteering role or initiative

Insight & Impact

Digital service for producing robust evidence of the impact volunteering makes against health outcomes – for services, patients, and staff

Make the case

Help organisations with forming a financial case for investing in and sustaining volunteering

Helpforce Network

Learning network with 850+ members from 300 organisations, sharing best practice for volunteering and community action

Case studies





Back to Health Discharge Volunteer Supported Pathway



Presented by Jacqueline Williams
Associate Director of Transformation & Innovation
East Cheshire NHS Trust

Supported by Maxine Moss-Black
Programme Manager
Helpforce

Co-produced by:



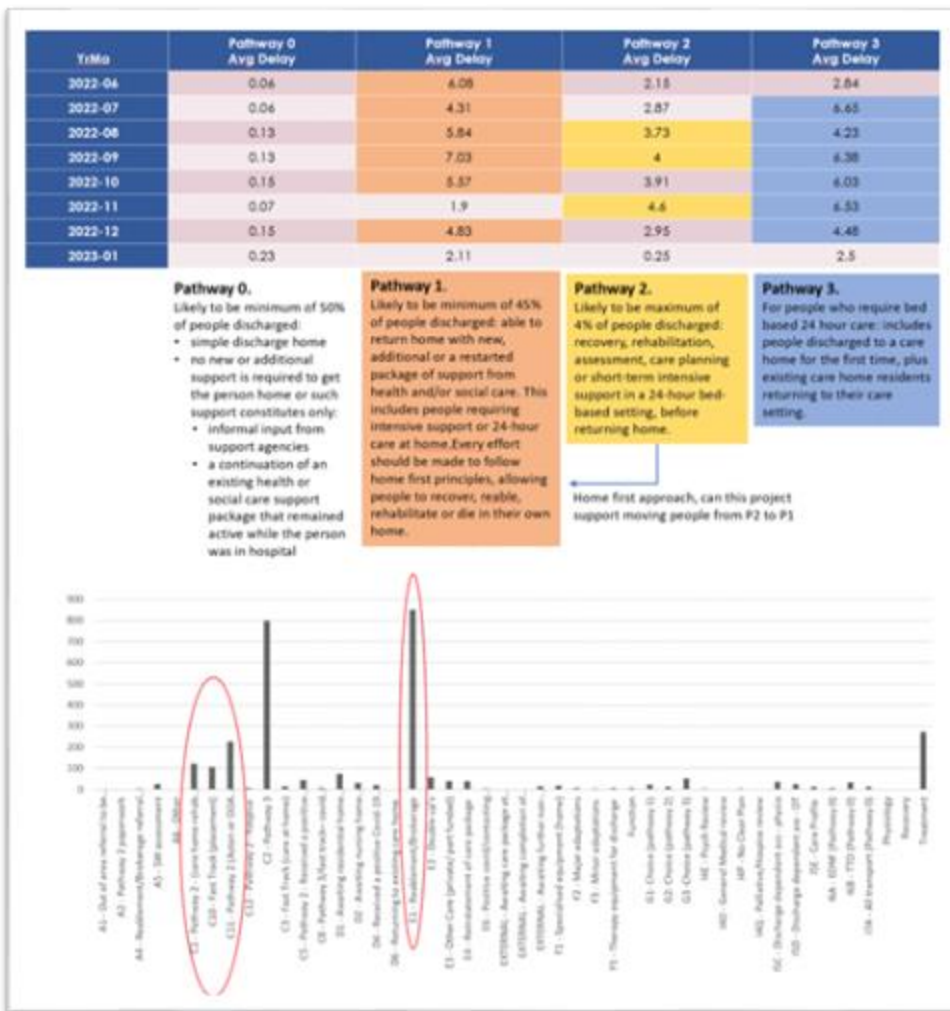
Our Journey with Helpforce

Cheshire East Strategic Goals	Helpforce Approach
To develop and deliver a sustainable, integrated health and care system	Challenged our thinking Common focus for collaboration and building relationships leading to an integrated solution; NHS, Cheshire East Council and Voluntary Sector.
To create a financially balanced system	Outcome focused approach, from a discharge perspective that's included; efficiency and flow, and developing mechanisms to measurable impacts such as; productivity gains, staff time saved, speed up discharge
To create a sustainable workforce	Volunteer roles designed as part of a Volunteer to Career Pathway to in parallel address critical workforce gaps e.g. reablement
To significantly reduce the health inequalities	Project data capture to support identification of where the volunteer roles can continually identify and reduce health inequalities

Agreeing a project focus



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Cheshire East Partnership



- **Data, research and experience tells us:**
 - Patients need to get home sooner
 - Pathway 1 - E1 Reablement
 - capacity issues
 - Workforce gaps
- **Homes First agenda**
- People recover better in their own home
- Capacity issues in care homes/ social care



Transformation Board, agreed project focus area's



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Cheshire East Partnership

The model - Discharge volunteer supported pathway

Getting well – in hospital

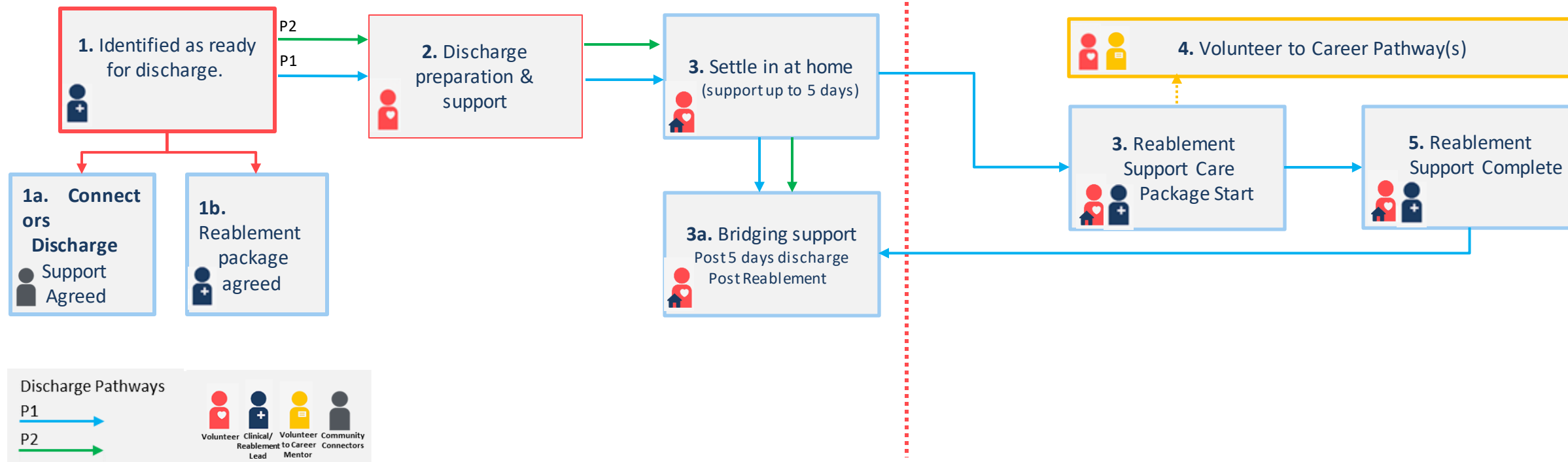
Recovering/ Living well – in the community

Discharge Volunteer Role(s) (hospital to home)

Cheshire East Council | Communities | People Directorate | Communities and Integration | Community Connectors Team

Reablement Volunteer

Cheshire East Council | Adult Social Care and Health | Care4CE | Domiciliary Care
Community Reablement & Mobile Night Services



Outcome focused

Beneficiaries; Patient, Staff, Volunteers, Organisation

Volunteer Discharge Role, Hospital to Home	Reablement Volunteer
<p>Organisation</p> <ul style="list-style-type: none">• Improved patient flow which reduces pressure on hospitals, including freeing up beds, reduction in discharge delays• Reduce risk of avoidable re-admissions by helping patients settle back in at home	<p>Organisation</p> <ul style="list-style-type: none">• Reduce discharge waiting time, through staff time saved and reducing workforce gap through volunteer to career• Optimising reablement care package, additional time spent with patient
<p>Staff</p> <ul style="list-style-type: none">• Staff time saved, increased capacity to spend on clinical care• Reducing pressure on staff on wards• Staff belief that volunteers are having positive impact on their lives <p>Patient Experience</p> <ul style="list-style-type: none">• Improved emotional wellbeing decreased feelings of anxiety, loneliness and isolation• Improved confidence about going home• Improved independence at home• Improvement in links to local groups and community support services <p>Volunteers</p> <ul style="list-style-type: none">• Participate in a meaningful role, increases mood and wellbeing• Increase the number of volunteers interested in pursuing a career in health and care after their volunteering experience	

Where are we in the process



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Discovery

helpforce

Thank you





Using the Back to Health model to provide an integrated care support for patients in Warwickshire

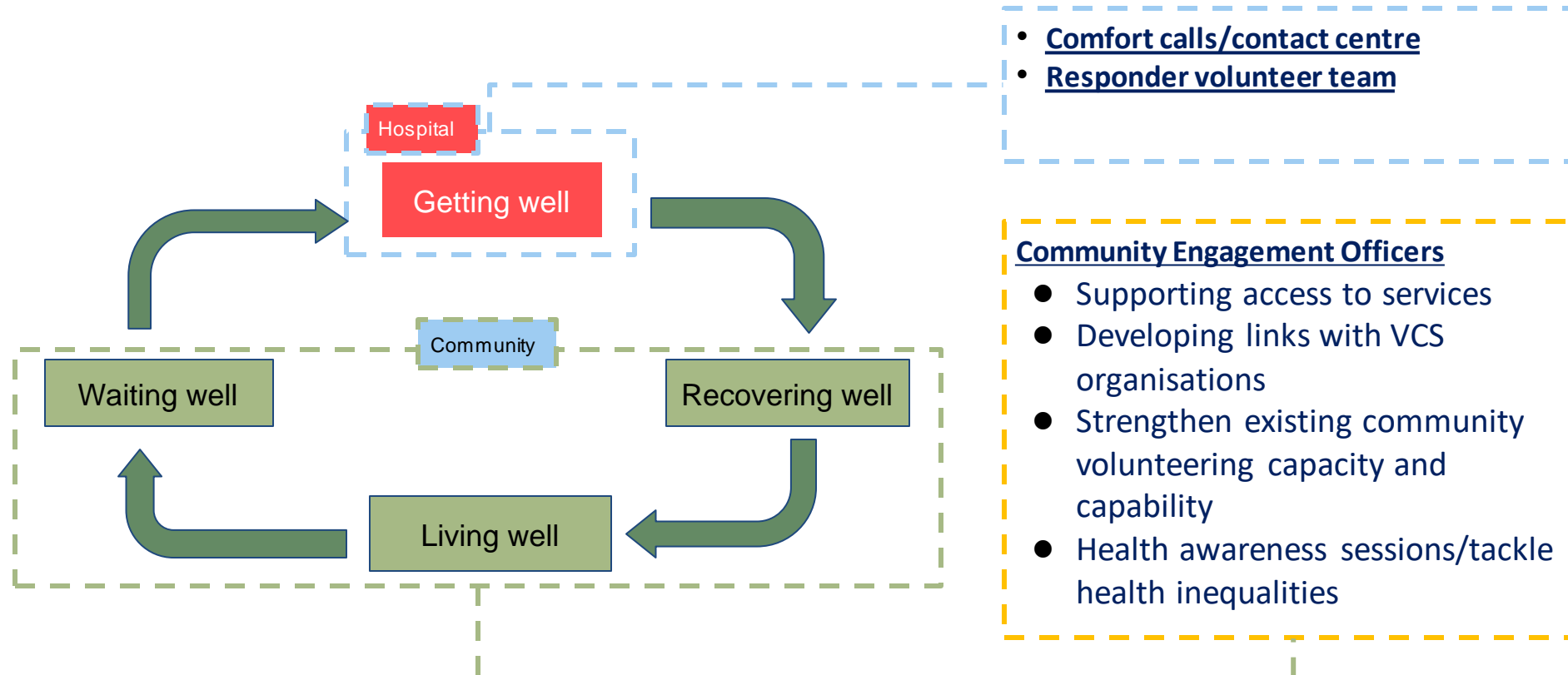
Presented by Becky Millward

Head of Patient Experience and Volunteering

George Eliot Hospital NHS Trust



Back to Health pathway, an integrated health and care volunteer supported pathway



Help from Helpforce

- ✓ Wide range of resources and online discussion forums
- ✓ Project management advice and resources
- ✓ Mentoring, coaching and support
- ✓ Business case development and advice
- ✓ Particularly helpful financial advice; attributing value to volunteering, help with forecasting costing and benefits realisation
- ✓ Essential and outstanding support to help measure the impact of volunteering and understanding the insight



How the Back to Health framework helps Kingston Hospital shape their volunteering strategy to create more impact on patients and their local community

Presented by Laura Greene

Head of Volunteering & Community Partnerships

Kingston Hospital NHS FT and Hounslow & Richmond Community Healthcare Trust



A Better Together Strategy for Volunteering

2023 - 2026



Volunteering

Hounslow and Richmond
Community Healthcare
NHS Trust



Volunteering

Hounslow and Richmond
Community Healthcare
NHS Trust

A Better Together system in which well designed, impactful volunteering roles are integrated into every person's health and care journey.

Right Volunteer

Right time



Right place

Every Time



Envisaging Success 2026



450-500 Volunteers across
Better Together



Meeting Outstanding Standards
of Practice



Action plan delivered alongside
the 4 Pillars and gaining scope,
scale and traction through
community partnerships / VCS



Measurable impact – aligned
with core metrics and priorities
for Better Together

Volunteers Go The Extra Mile During COVID-19 Pandemic

01 June 2020



Volunteering is a first line of defence for an NHS under pressure



Volunteers **free up 26 minutes** per nurse per day, enabling them to support more patients



82% of staff with volunteer support feel able to deliver the care they aspire to (70% for staff without volunteer support)



71% of nurses say volunteer support helps them feel less stressed



Patients with volunteer support are **more likely to recommend the hospital** they received care in



One of our Back to Health Contributions

<https://youtu.be/-rg0zdJNQI8>



How being a partner of the Back to Health campaign gives North West Ambulance Service the confidence to continue the Low Acuity Community First Responder pilot

Presented by Mark Evans

Community Engagement & Blue Light Collaboration Manager (Cumbria and Lancashire Area) and Chair of the National Ambulance Service Responder Manager Group.



**North West
Ambulance Service**
NHS Trust



Low Acuity CFRs

North West Ambulance Service Pilot Project – Back to Health

Mark Evans, Area Blue Light Collaboration & Community Engagement/Resus Manager
Cumbria and Lancashire Area & Chair –National Ambulance Services Responders Managers Group (NASRMG)

Hello.

Purpose of today's presentation:

- To provide an update of the CFR Low Acuity Pilot
- Summarise the findings
- Back to health - Helpforce



Why did we take part?

Our vision:

**Our vision is to deliver the right care,
at the right time, in the right place,
every time.**



Striving for excellence means we must look for opportunities to continuously learn and improve what we do and how we do it.

We must take opportunities to change areas of our service to respond to the needs of our people, patients and partner organisations to improve health outcomes in our communities.

**UEC recovery plan published 30th
January 2023:**

“We also know that volunteers can play a crucial role delivering care, as seen so clearly during the COVID pandemic, and we want to further build on this in roles across health and social care”.

What is the Low Acuity CFR Pilot?

Pilot Overview


- A Low Acuity Clinician - based in the EOC is Utilising CFRs to category 3, 4 or 5 ('low acuity')
- Key questions
- CFR Role
- Low Acuity Clinician role

In some instances, if the incident was more severe than first anticipated the Low Acuity Clinician will advise that the call category be upgraded.



Limitations

Limitations of the Evaluation and CFR operations, provided by the NAWAS evaluation team

- Response times
 - Saved hours
 - Comparisons
 - Baseline results
 - RRV
- 

Main Findings



87%

of CFR calls resulted
in non conveyance



469

hours of ambulance
time saved



£78k

estimated
productivity gains



60%

return on investment



77%

of CFR calls resulted in
non-ambulance attendance

Findings (Helpforce independent evaluation)

- Rapid Evaluation
- Data

*“The Low Acuity CFR role is an excellent example of where volunteering can make a **vital difference** to health services: a **clinically-led, intelligently designed** role, utilising a **trained and motivated** group of **volunteers** that know their **local community** - **benefiting all involved**”*



Future potential: for N WAS

If fully implemented what value could the Low Acuity CFR role potentially deliver to N WAS?



		Scenario:	Low	Medium	High
Activity	Low acuity CFR-assigned calls (pcm)		100	238	440
	Low acuity CFR-assigned calls (pa)		1,200	2,856	5,284
Impact	Non-ambulance attendance (pa) - based on 77.3% non ambulance attendance rate (page 10)		928	2,208	4,084
	Total ambulance time saved (mins, pa) - using 99 mins average job cycle time (p.11)		91,832	218,561	404,338
	Total ambulance time saved (hours, pa)		1,531	3,643	6,739
£	Cost to run Low Acuity CFR scheme (£, pa)		£99,332	£99,332	£139,829
	Productivity gains (£, pa) - based on average cost of ambulance call out (p.13)		£248,996	£592,610	£1,096,328
	Return on investment (pa)		113%	185%	416%

What next?

Next steps:

- Participation in phase 2 national pilot with aim of moving low acuity responders to business as usual, including video conferencing and falls as set out in “Going further on our winter resilience plans”

Thank you, any
questions?

Looking ahead



The year ahead for the Back to Health campaign

1

Help tackle ICS-level challenges

We are working with **6 Integrated Care Systems** (ICs / ICBs) on how volunteering can help tackle large-scale health and care challenges:

- North West London
- Norfolk and Waveney
- Surrey Heartlands
- NHS Sussex
- North East and North Cumbria NHS
- Coventry & Warwickshire

3

Roll out high-impact volunteer roles

We will be running **7 Adopt & Adapt** cohorts

1. Volunteer to Career
2. Response Volunteers
3. Discharge Volunteers
4. Emergency Department Volunteers
5. Mealtime Volunteers
6. Contact Centre Volunteers
7. Falls Prevention Volunteers

2

Grow evidence of head-turning impact

We will evaluate all of the projects we run with our Back to Health partners, along with additional **evaluations for projects with head-turning impact** – to further prove the difference that volunteers make to health & care

4

Raise the profile of volunteering

We will **encourage leaders at our B2H partners to shout about the impact** that their B2H project has had on their organisation.

Ready to join?

Visit

<https://helpforce.community/back-to-health>



Q&A



helpforce

Thank you

help@helpforce.community
www.helpforce.community

Download the full Back to Health First Year Impact Report [here](#)