

Discharge support volunteers - Staff Survey

Short Staff Survey - Service Evaluation -Please tell us about your experience of working with volunteers? (max. 3 minutes)

Thank you for taking part in this survey. This information sheet explains why this survey is being carried out and what it will involve. We would be grateful if you could read the following information.

What is the purpose of this survey?

This survey is aimed at better understanding the impact that hospital volunteers may have on staff and patients. The findings may also help us to further improve our volunteer services at the hospital.

Who is organising this survey?

This survey is organised by Helpforce (www.helpforce.community), a not-for-profit organisation that aims to raise the profile of volunteering in health and care across the UK, in close collaboration with this hospital.

Do I have to take part?

Participation in this study is entirely voluntary. If you take part, your consent is implicit. This means that you give your consent by filling in this survey and submitting it. However, you are free to withdraw at any time and without giving a reason by contacting us.

The survey consists of questions about staff time and your experience of working with volunteers.

Will my taking part in the study be kept confidential?

The participation of all those taking part will be entirely confidential. Your survey responses will not affect your employment in any way. All data from surveys will only be available to the internal hospital team and the HelpForce team and its evaluation partners for analysis purposes only. It will be securely stored and will be treated as confidential at all times.

What will happen to the results of the study?

The data will be analysed and written up as a report. This report will be made available to the hospital. It may also be made available to the public through Helpforce or any of its partners such as NHS England as well as through the internet or other publications. Participants will not be in any way identifiable in any way.

If you have any questions or wish to provide any feedback about this survey, please contact your volunteer services team.

Thank you again for taking part in this study.

1) About You

Please tell us which **ward you work on:** _____

Please tell us your **job role:**

- ☐ Nurse
 - ☐ Midwife
 - ☐ Healthcare assistant
 - ☐ Allied Health Professionals (e.g. Physiotherapist, etc)
 - ☐ Doctor
 - ☐ Other (please specify)
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2) **Volunteer activities:** What did the volunteer do? (Please tick **all** that apply).

- ☐ Spent time with the patients
- ☐ Spoke to relatives
- ☐ Got drinks/ refreshments for patients
- ☐ Encouraged suitable patients to get out of bed
- ☐ Encouraged suitable patients to get dressed
- ☐ Encouraged suitable patients to move/ walk
- ☐ Encouraged suitable patients to exercise
- ☐ Encouraged / supported patients to eat (e.g. snacks, mealtime)
- ☐ Supported patient around discharge from hospital
- ☐ Did activities/ played games with patients
- ☐ Restraint debriefs (mental health)
- ☐ Handholding & comforting - in theatre/surgery
- ☐ Collected TTAs/TTOs/prescriptions
- ☐ Other (please tell us what the volunteer did):.....

3) Have your **views about volunteers** changed at all since your first interaction with a hospital volunteer?

- ☐ No, my experience with them has been very much what I had expected.
- ☐ Yes, my experience with them has been **more negative** than what I had expected.
- ☐ Yes, my experience with them has been **more positive** than what I had expected.

If your views did change, what exactly was different in your view?

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4) Thinking about a typical interaction with a volunteer did they have any **impact on your available time** e.g. by freeing you up to focus on additional clinical tasks or by creating additional work for you to do?

- ☐ They freed up some time for me
- ☐ They generated extra work for me
- ☐ They had no impact on my time at all

5) If the volunteer freed up time, how much on average did they free up per typical interaction?

..... Mins per interaction

6) If the volunteer freed up time, what did you do with this time?

- ☐ Able to spend more time on care planning, organising medicines, etc
- ☐ Able to support more patients
- ☐ Able to spend more time on patients with higher needs
- ☐ Able to discharge patients sooner
- ☐ Able to feel less rushed/take a break
- ☐ Other, please specify

7) If the volunteer generated extra work for you how much on average did they create per typical interaction?

..... Mins per interaction

8) We are interested in what difference having volunteer support on your ward has made to you. Please tell us how far you agree or disagree with the following statements.

	Strongly <u>Disagree</u>	Disagree	Neither agree or disagree	Agree	Strongly <u>Agree</u>	Not Applicable
Volunteer support is helpful in allowing me to have enough time to deliver good care						
When the wards are busy or short-handed, the volunteers' support helps me feel less stressed.						
Volunteers improve the working life of staff						
Volunteers are beneficial to my organisation						
Volunteers are a key part of the team						

9) Satisfaction with volunteers

Please rate your overall satisfaction with the volunteer support you have received. Please circle one number from the scale below.

<u>Very unsatisfied</u>	Unsatisfied	Neither satisfied nor unsatisfied	Satisfied	<u>Very satisfied</u>
1	2	3	4	5

10) Is there anything else you would like to tell us about your experience of working with volunteers?

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11) Do the following statements apply to you and your job? (NHS Staff Survey questions)

Tick or put a cross in the box	<u>Strongly disagree</u>	Disagree	Neither agree nor disagree	Agree	<u>Strongly agree</u>	
I am satisfied with the quality of care I give to patients/ service users						N/A to me
I feel that my role makes a difference to patients / service users						N/A to me
I am able to deliver the care I aspire to						N/A to me
I would recommend my organisation as a place to work.						
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation						

Thank you for taking part.