

University Hospitals
Coventry and Warwickshire

Response Volunteer Training Session



Agenda

Item Number	Item	Speaker
1	Welcome and Introductions	
2	Overview of Response Volunteer role and current state	
3	Introduction to Inpatient Pharmacy and delivery of TTO's	
4	Introduction to Pathology Service and collection / delivery of pathology specimen samples	
5	Paperwork	
6	Using the bleep	
7	Reporting for duty	
8	Volunteer commitment / rota Agreeing start date	
9	Additional training	
10	Questions	

Overview and Current State

The core activities of your role will include the following:

- Deliver TTO's (To Take Out) to wards
- Delivery Pathology samples (blood, urine) to Pathology Specimen Reception
- Support a patient discharge – transferring patients from wards to the Discharge Lounge
- Emergency Gynae Unit – collecting Pathology samples and delivering them to the Pathology Specimen Reception

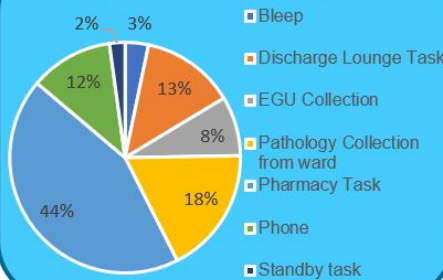
Response Volunteer Impact Dashboard December 2022



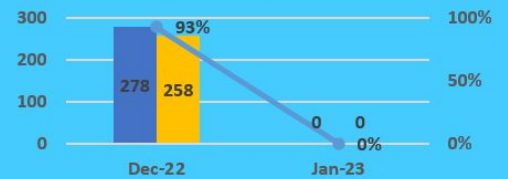
Number of Active Volunteers

10 Number of Active Volunteers

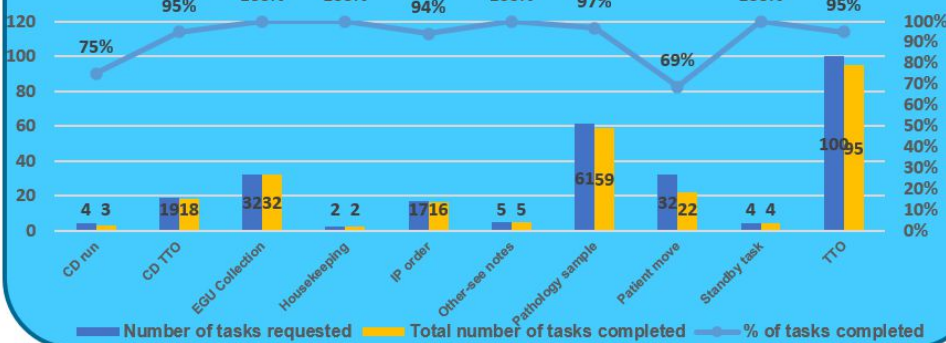
Request received / type



Tasks Requested vs Tasks Completed, by month



Tasks Requested vs Tasks Completed, by type



686 Number of patient contacts

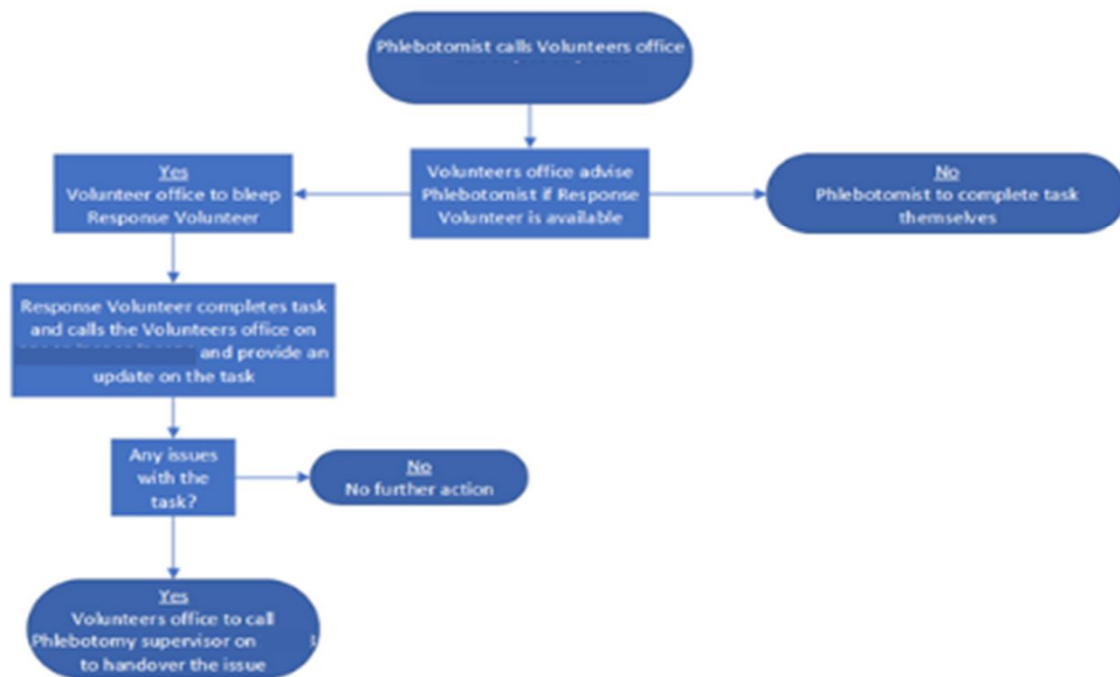


Introduction to Pharmacy



Introduction to Pathology

Phlebotomy Sample Flow



Responder Volunteers for Phlebotomy Ward to Lab Process Working Instructions

- Once a responder arrives at the designated pick up point (see pick up points in **Orange** below) they must make sure the correct amount of samples they have been instructed to collect are within the **Orange** box, if this is not the case they must write this information down on their form and relay this back to their team. Feedback to be given to supervisor on ext. 26338.

- Once samples arrive at the lab the form must be completed and signed for by a member of the lab team.

- If you have any spillages, please call

Drop off points

Ward 11 – Reception Area 1

Ward 22 – Reception Area 1

Ward 32 – Reception Area 1

Ward 40 – Reception Area 1

Ward 52 – Reception Area 1

Ward Run Working Instructions

- Phlebotomist to be given a route, this route must be completed in the correct order.
- Once a ward has been completed the Phlebotomist to drop off their samples at one of the drop off points this must be done hourly. (Listed Below).
- Once they have dropped off the samples to the designated drop off points into the **Orange** boxes the Phlebotomist must call one of the 3 numbers for the volunteer's response team to collect the samples from the designated drop off point (See numbers in Green below).
- When calling the volunteers, the Phlebotomist must state how many samples are to be collected.
- When samples are dropped off into the lab the lab staff must sign to say it has been received. The responder will keep the paperwork and feedback to their main office that this has been actioned for audit purposes.
- Once the Phlebotomist has finished their route they will need to proceed to the next route for support.
- If responders are not working on a certain day, it is the responsibility of the phlebotomist to drop off samples only 1 Phlebotomist needs to complete this while the others continue their routes.

Volunteer Numbers - 25146 – 26949 – 26156

Red = Priority Wards

Route 1 = Ward 3 , Ward 2 , Ward 1	7am
Route 2 = Ward 12 , GCC, CCU	7am
Route 3 = Ward 25 , Ward 11, Ward 10	7am
Route 4 = Ward 20A , Ward 20, Ward 21	7am
Route 5 = Ward 22ss , Ward 22, Ward 23	7am
Route 6 = Ward 32, Ward 31, Ward 30	8/9am
Route 7 = Ward 33, Ward 34, Ward 35	8/9am
Route 8 = Ward 33, Ward 42, Ward 43	8/9am
Route 9 = Ward 32, Ward 41, Ward 40	8/9am
Route 10 = Ward 50 , Ward 52, Ward 53	7am

Drop Off Points

Ward 11 – Reception Area 1

Ward 22 – Reception Area 1

Ward 32 – Reception Area 1

Ward 40 – Reception Area 1

Ward 52 – Reception Area 1

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University Hospitals
Coventry and Warwickshire

Response Volunteer Training Manual



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Introduction

Welcome to the new Response Volunteer role. This role has been created to help reduce the pressure on the hospital by providing a demand lead service where volunteers will respond to the needs of the hospital in real time.

In order for volunteers to be in the right place at the right time to support patients and services, volunteers need to have the ability to be flexible. Flexible in their ability to get to where they are most needed.

We have therefore created a programme that enables volunteers to support areas and patients in the hospital who most need their help and ensure that volunteers are at the cut and thrust of the hospital making an impact with the help that they give.

In addition, we wanted to ensure that volunteers enjoyed a meaningful and exciting role that maximized their experience of the hospital with a complementary training package.

This manual will help to ensure that you have all the training, support and knowledge to successfully perform your role.

Who are Response Volunteers?

Task Description

The core activities of your role will include the following:

- Deliver TTO's (To Take Out) to wards
- Delivery Pathology samples (blood, urine) to Pathology Specimen Reception
- Support a patient discharge – transferring patients from wards to the Discharge Lounge

This manual will help you to navigate your way around the different activities and support you to have all the necessary information you will need to be able to assist on request.

The manual will complement your training and placement induction and will help you if you have any queries.

Please note that the Voluntary Services Team are always happy to support you and will provide you with any necessary information in relation to your role.

Training overview

Volunteers attending this role will be required to undertake the following training:

- Clinical Moving and Handling
- TTO Delivery
- Programme Introduction

Training

Programme Introduction

90 minutes classroom training

You will need to attend the 90 minutes Response Volunteer training. This is a basic training session that all Response Volunteers will be expected to attend and will include the basic requirements of the role which include:

- About the Response Volunteer Programme
- Introduction to Inpatient Pharmacy and the TTO delivery process
- Introduction to Pathology Service and the collection of specimen's process
- Using the bleep
- Paperwork
- Volunteer commitment – reporting for duty

Clinical Moving and Handling

90 minutes classroom training

You will need to attend the Clinical Moving and Handling training. This is a basic training where your competencies will be assessed on the safe moving and handling of patients.

Reporting for Duty

Please remember to sign in at the Volunteers Information Desk in the Main Entrance.

After signing in:

- Please report to the Volunteers Office on the 1st Floor East Wing
- Collect a bleep from the Volunteers Office
- Collect a clip board, Activity Log and pen
- A member of the Voluntary Services Team will inform you where you will be going to

Using the bleep

Please collect the bleep from the Volunteers Office on the day of volunteering.

When you collect the bleep, you will be expected to sign a form on taking out the bleep and on return you will sign it back in to the office.

Please check to make sure the batteries are active and request new batteries if they are not from a member of the Voluntary Services Team.

Active Bleep:



Low Battery – batteries need replacing



Bleep Instructions

If you are bleeped your bleep will make a sound. The extension that is calling you will be displayed on the bleep as shown below:



You will need to find a phone to respond back as the bleep has no call out or call back functions.

You will see the extension number you need to call. This is the 5 digit number indicated as shown in the image above.

When the call is answered, please explain that you are the bleep holder and document the request on your Activity Log.

There are three buttons on the side of the bleep



Top button – used to move up the menu options

Middle button – used to display last message

Bottom button – to move down the menu options

If in doubt, and you have recorded the number you need to call back, please open the battery lid at the bottom of the bleep and close the lid which will also reset the bleep

TTO's

What is a TTO?

A TTO is an abbreviation for "To Take Out". When a patient is being discharged from hospital, they might have some prescribed medications to take with them. These need to be picked up from the Inpatient Pharmacy (based at the back of the Outpatients Department on the Ground Floor West Wing) and then taken to the Ward.

Sometimes patients can be waiting for long periods of time for their medication to be delivered to the ward.

As part of your role you will be bleeped to attend the Inpatient Pharmacy department to pick up the medication and take to the relevant ward.

To access pharmacy please go to the Outpatients Department on the Ground Floor West Wing and walk through Clinic 9. You will need additional access on your ID badge to get through to the back corridor and then you will knock the door to Inpatient Pharmacy. Either an experienced volunteer or a member of the Voluntary Services Team will take you there on your first shift.

Please note that on a Saturday and Sunday the Pharmacy Office is closed, therefore you will need to walk around the corner to the Pharmacy door and ring the bell.

On arrival at pharmacy you will be required to sign the Pharmacy Signing In Book in the office and then report to the Co-Ordinator / Senior Technician. Please remember to sign out at the end of your shift so that the Pharmacy Department know that you have finished your shift. They will either guide you to the pigeonholes to collect the TTO's or they will direct you / hand you a higher priority TTO to deliver straight away.

The Co-Ordinator / Senior Technician will also give you the relevant paperwork to complete. Please ensure that all sections of the paperwork are completed. You will deliver the medication to the ward in the green Pharmacy bags and ask a member of nursing staff to sign and check the paperwork and TTO to confirm that you have delivered it to them. Please return the signed paperwork and green bags to Pharmacy and update the Pharmacy Patient Tracker.

TTO's with Controlled Drugs

Please follow the same procedure as above but an extra signing in book needs to be completed. You will receive training on this process.

N.B. You may be required to deliver other urgent/critical medicines as requested by the Co-Ordinator/Senior Technician.

You will also need to update the Activity Log issued to you by the Voluntary Services Team.

Pathology Blood Samples

The Trust's Phlebotomists (staff that take blood tests) bleed on average 400 patients per day.

The blood samples need to be delivered to our Pathology Specimen Reception on the 4th Floor West Wing.

Sometimes patients are waiting for blood test results to be processed to determine whether or not they can be discharged. Delays on deliveries to our Pathology department can cause delays on the patient flow and hospital capacity. Response Volunteers will help to ease these pressures.

As part of your role you will be bleeped to attend wards to collect samples to deliver to the Pathology Specimen Reception.

Below is a picture of one of our Phlebotomists to help you identify what uniform they wear:



Supporting Discharges

One of the most difficult times of a hospital stay can be the discharge process. This is for a number of reasons:

- Discharge time delay due to transport
- Discharge time delay due to TTO's
- Patients are anxious or worried about how they will readjust or cope at home

There are many things you can do to help the discharge including:

- Collecting the TTO
- Helping patients to pack and collect personal belongings
- Having a reassuring chat with a cup of tea whilst they are waiting for transport
- Collect them from the ward and transfer them to the Discharge Lounge
- Complete an FFT Survey (Friends and Family Test)

Support

We understand how difficult it can be starting a new role.

Please come and speak to a member of our team should you require support:

Name	Email	Telephone
Head of Voluntary Services		
Voluntary Services Manager		
Volunteer Co-ordinator		
Volunteer Co-ordinator		
Administrator		

**Please note that the Volunteers Office is open
Monday – Friday 9am – 5pm**

Evaluating and Monitoring

UHCW is committed to ensuring a good practice volunteer programme which offers a great experience for our volunteers. We want you to have a role which gives you the opportunity to really get involved with your hospital and be at the front line of helping patients and visitors.

In addition, we want to ensure that you have the appropriate training and develop your learning particularly if you are interested in a career in the health sector.

As part of the improvement programme for UHCW Volunteers, we will ask you for your feedback and also ask that you complete activity logs when you have completed your actions as part of your Response Volunteer role.

The forms you will be asked to complete include the following:

- Volunteer feedback form
- TTO volunteer paperwork
- Response Volunteer Activity Log

These documents will be shared with you by members of the Voluntary Services Team.

Your feedback is important to us and will be used to make improvements to the Response Volunteer role and UHCW's Volunteer Programme.

We think that this is a fantastic opportunity for volunteers to get involved and play a proactive role in supporting our hospital, patients and staff. We hope that you really enjoy the role and please help us to improve by offering your insights and experiences.

Activity log guidance notes

Response Volunteer Activity Log

Volunteer Name: _____ Date: _____ Length of shift: _____

Time received request	Request via: (phone, bleep, verbal)	Requestor (i.e. Nurse, IP Pharmacy, VS Dept)	Telephone number or Bleep	Type of support (TTO, IP order, Pathology delivery, patient move, other)	Ward / Dept	Patient Name / Number of samples/TTOs	Arrival time	Time completed task	Task Status ✓*	Volunteer notes (please use this space to make notes or to help you prioritise tasks as advised by the requestor)
11:15	Bleep	Kristine	25147 / 6057	TTO	Ward 10	John Smith / 8 blood samples	11:25	11:35	✓	Short wait for nurse to sign to confirm receipt of medication
This is the time that you receive the request.	If verbal please remember to tell us in the next column who has given you the task.	This is the name of the person that has given you the task. If you do not know their name please ask for their job title.	Please use this space to write down the ext. number of the person that has bleeped you. If you are completing a routine task this section can be left blank.	Please tell us what type of support you are offering. This could be: <ul style="list-style-type: none"> • TTO • IP order • patient move • Pathology collection • EGU collection • Standby task (Emergency Department refreshments, patient surveys) 	Use this space to record which ward / dept you are completing the task for.	Use this space to record the patient's name or the number of TTO's, pathology samples you have collected.	Use this space to tell us the time that you arrived at the ward / department to start the task. E.g. for a patient move – please write the time that you arrived at the final destination i.e. Discharge Lounge. For a TTO, please record the time you arrived at pharmacy to collect the TTO's	Use this space to tell us the time that you completed the task. E.g. for a patient move – please write the time that you arrived at the final destination i.e. Discharge Lounge. For a TTO, please record the time you handed the TTO over to the ward.	Use this space to tell us if you completed the task or not by using either a ✓ or a ✗	Please use this space to make notes to inform us if you have had any difficulties or need to explain more about the task

Response Volunteer Competency Framework

Response Volunteer Competencies

The volunteer must be assessed as competent at the following tasks. This competency must be achieved before commencing the Response Volunteer role.

No	Competence Knowledge, Skills and Attitude	Evidence to show achievement	Achieved date
1	Attend Response Volunteer Training Session	The Response Volunteer has attended the required training session prior to commencing the Response Volunteer role.	
2	Attend Clinical Moving and Handling training	The Response Volunteer has attended the Clinical Moving and Handling training session prior to commencing the Response Volunteer role.	
3	Demonstrates the correct process for delivering TTO's Attend meeting with Santosh Kalair (Pharmacy Ward Services Operational Manager)	The Response Volunteer has attended the meeting with Santosh Kalair prior to commencing the Response Volunteer role.	
	Shadow experienced Volunteer to learn the correct process for delivering TTO's and for a guided tour to include:- <ul style="list-style-type: none"> • How to access pharmacy in and out of hours • Appropriate staff member to hand TTO's to on the ward (with consideration if the TTO contains Controlled Drugs) • How to escalate and who to if issues occur with this process 	The Response volunteer has shadowed an experienced volunteer and can discuss/demonstrate an understanding of the points highlighted	
4	Demonstrates an understanding for how the Discharge Lounge operates	The Response Volunteer has spent time working in the Discharge Lounge.	
	Shadow an experienced volunteer to gain awareness of process of wards handing patients over to the Discharge Lounge	The Response volunteer has shadowed an experienced volunteer	
	Shadow an experienced volunteer to gain awareness of the process of collecting patients from the wards and transporting them to or from the Discharge Lounge to include:- <ul style="list-style-type: none"> • Appropriate member of the ward team to speak to check readiness of patient • Awareness of what needs to go to the discharge lounge with the patient e.g. property, paperwork, TTO's etc. • How to escalate and who to if the patient is not ready for move to the discharge lounge 	The Response volunteer has shadowed an experienced volunteer and can discuss/demonstrate an understanding of the points highlighted	
	Shadow an experienced volunteer to gain an awareness of the process of checking the patients into the Discharge Lounge to include:-	The Response volunteer has shadowed an experienced volunteer and can discuss/demonstrate an understanding of the points highlighted	

Response Volunteer Competency Framework

5	<ul style="list-style-type: none"> • Appropriate member of team to inform of patient's arrival • Awareness of importance of handing any medication over to a registered nurse on arrival to discharge lounge 		
	<p>Demonstrates an understanding for how the Phlebotomists deliver samples to the Pathology Specimen Reception</p> <p>Shadows an experienced volunteer to gain awareness of the process of collecting samples and delivering them to the Pathology Specimen Reception to include:-</p> <ul style="list-style-type: none"> • Prioritisation of urgent specimens 	<p><i>The Response volunteer has shadowed an experienced volunteer and can discuss/demonstrate an understanding of the points highlighted</i></p>	

Once complete, please submit photocopy or scanned copy the Volunteers Office on the 1st floor, East Wing.

Assessor Name and Signature: _____ **Date Volunteer Assessed as competent:** _____

Volunteer Name and Signature: _____

Questions