

Helpforce Companions Evaluation Guidance

In this document, you will find:

- The outcomes framework for the overall Helpforce Companions programme.
- Guidance on how to collect each of the measures, organised by each delivery staff role. Guidance includes:
 - o How the outcome will be measured
 - o What type of measurement tool will be used
 - o How the data will be captured
 - o What challenges might arise that will need to be raised with delivery teams and/or ICHP for support.
- Appendices containing each of the tools we will use, including attached template spreadsheets.

This document is meant to be used as a reference by project staff who might need to collect and report data related to Helpforce Companions. This data collection is essential for us to show the benefits of the programme and be able to expand it to other practices or PCNs.

The roles and responsibilities in the evaluation process will be:

- ICHP – overall leadership of evaluation process, oversight of information governance and data sharing, collection of qualitative data (e.g. interviews), analysis of data collated by the practices and reporting of evaluation results
- Practice staff (incl. SPLWs) and VMOs – data collection from patients and volunteers, asking for technical advice from ICHP where needed; if extra resource is needed for data collection this should be flagged as early as possible and practices should provide additional admin support
- Helpforce – project management and input on measures used
- North West London ICS volunteering board – ultimate review and sign-off of evaluation metrics and reports

There will be two stages for patient data collection for the evaluation.

1. From now to end of March: most measures will be collected on an ongoing basis, starting as soon as possible, according to the frequency laid out in the guidance below.
2. End of February 2022: ICHP will reach out to practices to share the table in Appendix F (to a specific email address – the process will be confirmed closer to the date). This will enable us to explore any change in healthcare usage for patients who have received support and to analyse wellbeing (ONS4) for those receiving long-term support.

Helpforce Companions Outcome Framework

This table lays out the key outcomes to be collected as part of the Helpforce Companions evaluation. **(Orange = new metric)**

Audience	Outcome	Indicator/Tool	Source	Collected by	Frequency
Patient	High levels of patient satisfaction with the support received (both one-off and long-term)	Friends and Family test	Short call from SPLW at completion of one-off support, or, where appropriate a Google form sent out via text link	SPLW with support if needed	After six weeks of volunteer support or the day after one-off support
Patient	Improvement in patient wellbeing (long-term support only)	ONS4	WSIC	Administered by SPLW	Baseline (at point of volunteer support start) and 6 weeks following start of volunteer support
Patient	Number of appointments patients escorted to by volunteers (one-off support)	# appointments patients escorted to (including type of appointment)	Spreadsheet administered by VMO/SPLW	VMO	Running total to be analysed by ICHP in March 2022
Patient	Number of referrals to other services (both one-off and long-term support)	# referrals to other services as a result of project (e.g. community orgs, mental health support)	Spreadsheet administered by SPLW	Tracked by SPLW, including referrals made by volunteers	Running total to be analysed by ICHP in March 2022
Patient / Practice staff	One-off support: change in attendance of primary and secondary care appointments Longer-term support: decreased number of unnecessary primary care appointments	# primary and secondary appointments attended in the three months following volunteer support start	WSIC	ICHP (only possible to analyse if minimum number of patients available for analysis, at least 15-20) NHS numbers of patients provided by SPLWs	Data on anonymised cohort collection from March 2021 (6 months after programme start) to March 2022
Patient / practice staff	Impact of volunteering on SPLW workload	Qualitative measure	Qualitative recording / reflection from SPLWs	ICHP	ICHP to gather qualitative feedback and insights from SPLWs in March 2022
Practice staff	ROI – Patients helped per staff or volunteer hours put in	Number of hours spent by staff on the programme Number of hours put in by volunteers	Spreadsheet to be filled in by practice staff and VMO Google forms sent to volunteers	All staff involved in project management and delivery VMO	Updated with weekly or monthly estimate Volunteers fill out forms for each interaction including estimated number of hours spent

Volunteer	Volunteer satisfaction/access to health careers	Multiple questions	SurveyMonkey or Google forms survey	VMO (different questions in start and end questionnaire)	Once at the start of volunteer tenure and collected either at end of volunteering period or at 3-month point (whichever comes first)
Volunteer	Volunteer wellbeing	ONS4	SurveyMonkey or Google forms survey	VMO (same forms as above)	Once at the start of volunteer tenure and collected either at end of volunteering period or at 3-month point (whichever comes first)

Data collection guidance – for all staff involved in delivery of Helpforce Companions

Outcome	Number of hours put in by any delivery staff
Tool	Existing spreadsheet
How it will be measured	On a monthly basis, staff will estimate the amount of time they have spent on Helpforce Companions activity for each week of that month.
Data capture	Add columns to existing spreadsheet
Monitor for Challenges	<ul style="list-style-type: none"> If hour estimates are likely to be impacted or influenced by any factors/risks

Data collection guidance – for SPLWs

Outcome	Levels of patient satisfaction (one-off and long-term support)
Tool	Friends and family test (FFT) [Appendix A]
How it will be measured	<p>Test given verbally by SPLW over the phone either:</p> <ul style="list-style-type: none"> The day after a patient has received one-off support activity (e.g., escorting) has been delivered OR After the patient has received 6 weeks ongoing volunteer support <p>If appropriate for patient cohort, the FFT can be inputted into a Google form and sent to patients via text. The Google form data will need to have:</p> <ul style="list-style-type: none"> the same anonymised patient identifier (e.g. initials) used in the patient spreadsheet results copied over to the main spreadsheet or Google form access shared with ICHP
Data capture	Add columns to existing spreadsheet, following the format of [spreadsheet Appendix A]
Monitor for challenges	<ul style="list-style-type: none"> If additional resource is to deliver FFT to all patients who are being supported If FFT needs inclusivity adjustments

Outcome	Improvement in patient wellbeing (long-term support only)
Tool	ONS4 [Appendix B]
How it will be measured	<ul style="list-style-type: none"> Add the date of the first volunteer-patient interaction to spreadsheet used to monitor patient referrals and matches [spreadsheet Appendix A] SPLW to call patient within a week before the first volunteer support (up to a week before) to administer ONS4 survey Repeat survey by calling patient 6 weeks after the start of volunteer support – make a note on the spreadsheet of the date for the follow-up call and whether completed
Data capture	System One
Monitor for Challenges	<ul style="list-style-type: none"> If additional resource is needed to deliver to all patients

Outcome	Number of referrals to other services (one-off and long-term support)
Tool	Recording of referral on patient tracking spreadsheet [spreadsheet Appendix A]
How it will be measured	Noting where volunteer support has resulted in a patient being referred to an additional support service (e.g. where patient need may not have been picked up in a timely fashion otherwise).
Data capture	Spreadsheet
Monitor for Challenges	If you are not receiving information or updates from volunteers that could help identify patient needs that might lead to referrals

Outcome	Change in attendance of primary and secondary care appointments (one-off and long-term support)
Tool	Spreadsheet of NHS patient numbers to be submitted to WSIC [spreadsheet Appendix F]
How it will be measured	<ul style="list-style-type: none"> • Add the date of the first volunteer-patient interaction to spreadsheet used to monitor patient referrals and matches (same as for wellbeing measure above, no need to do it twice but this should be captured for all referrals, one-off or long-term) • Add what type of support is being given – ideally have a column that reads “One-off” or “Long-term” for each patient support request and another one that details the type of support – e.g. escorting, walking companion, etc. Please use consistent naming wherever possible (i.e. “Walking companion” in each row rather than “Walking”/“walking companion”/“walking or coffee”) • If patient numbers are greater than 15-20, then a spreadsheet of these patients’ NHS numbers will be submitted to WSIC. WSIC then provides anonymised patient data to ICHP for analysis (analysis done by ICHP). This submission will be done using a spreadsheet like the one in Appendix F with only 3 fields: NHS number; Type of support (one-off vs long-term); Date of first patient-volunteer meeting • For one-off meetings like escorting, please enter the date of the only patient-volunteer meeting in the field “Date of first patient-volunteer meeting”
Data capture	System One
Monitor for Challenges	<ul style="list-style-type: none"> • If patient threshold is not met

Data collection guidance - For VMOs

Outcome	Number of appointments patients escorted to by volunteers (one-off and long-term support)
Tool	Existing volunteer activity/task tracking spreadsheet
How it will be measured	Number of appointments patients escorted to are recorded along with type of appointment. Type of appointment recorded in a new column within existing volunteering activity spreadsheet. Use the following categories to select appointment type: (primary care appointment, secondary care appointment, community services appointment)
Data capture	Existing volunteer activity/task tracking spreadsheet
Monitor for Challenges	<ul style="list-style-type: none"> If additional appointment type fields need to be added

Outcome	Volunteer satisfaction / access to health careers
Tool	Baseline volunteer survey [Appendix C] 3-month/end volunteer survey [Appendix D]
How it will be measured	Survey questions sent out to volunteers when they begin volunteering and then sent to volunteers either: <ul style="list-style-type: none"> After they have volunteered for 3 months When they stop volunteering (whichever point comes first)
Data capture	Survey Monkey/Google form [Access shared with ICHP]
Monitor for Challenges	<ul style="list-style-type: none"> If volunteers are not regularly returning surveys

Outcome	Volunteer wellbeing
Tool	ONS4 [Appendix B] (integrated with survey from above)
How it will be measured	Survey questions sent out to volunteers when they begin volunteering and then sent to volunteers either: <ul style="list-style-type: none"> After they have volunteered for 3 months When they stop volunteering (whichever point comes first)
Data capture	Survey Monkey/Google forms
Monitor for Challenges	<ul style="list-style-type: none"> If volunteers are not regularly returning surveys

Outcome	Number of hours put in by volunteers
Tool	Short post-task survey [Appendix E]
How it will be measured	Short google form to be sent to volunteers who will fill out approximate time spent after each task/activity.
Data capture	Google form
Monitor for Challenges	<ul style="list-style-type: none"> If volunteers are not regularly returning surveys

Data collection guidance – Appendices of tools

Appendix A: Friends and Family test

Also see separate file [spreadsheet Appendix A].

“Thinking about [your Helpforce Companion volunteer] ... Overall, how was your experience of our service?”

Response scale

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

[Optional] Follow-up questions

Please can you tell us why you gave your answer?

Please tell us about anything that we could have done better

Appendix B: ONS4

1. We would like to better understand aspects of your wellbeing. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

a. Overall, how satisfied are you with your life nowadays?	0	1	2	3	4	5	6	7	8	9	10
b. Overall, to what extent do you feel that the things you do in your life are worthwhile?	0	1	2	3	4	5	6	7	8	9	10
c. Overall, how happy did you feel yesterday?	0	1	2	3	4	5	6	7	8	9	10
d. On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?	0	1	2	3	4	5	6	7	8	9	10

Appendix C: Baseline volunteer survey

Short 'before' survey - Please tell us about your volunteer experience? ... 30 second survey

Volunteer participation information sheet

We are very pleased that you have agreed to complete the survey. This information sheet explains why the survey is being carried out and what it will involve. We would be grateful if you could read the following information carefully. Please contact us if anything is unclear or if you would like more information.

What is the purpose of this survey?

This short survey is aimed at understanding your 'wellbeing' before starting your volunteering. We will conduct a similar, albeit slightly longer, survey at the end of your volunteering placement.

Who is organising this research?

This evaluation is organised by Imperial College Health Partners a not-for-profit organisation, owned by the NHS, that supports that spread and scale of innovation throughout NWL.

Do I have to take part?

Participation in this survey 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. The survey consists of questions about your volunteering activities, experience, and how you are feeling.

Will my taking part in the survey be kept confidential?

The evaluation team will follow ethical practice. The participation of all those taking part will be entirely confidential. Your survey responses will not affect your volunteer role in any way. All data is anonymised, securely stored and 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 practice. It may also be made available to the public through Helpforce or any of its partners such as NHS England. Participants will not be identified at any point. The data collected is for research only, it will not be used for any other purpose. If you have any questions or wish to provide any feedback about this survey, please contact: kyle.lee-crossett@imperialcollegehealthpartners.com

Thank you again for taking part in this study.

1. We would like to understand your motivation for volunteering. For each of these statements, please rate how important they were in your initial decision to volunteer. I will ask you to give them a number between 1 and 5, where 1 is “Not important at all” and 5 is “Very important”:

a. I wanted to improve things / help people	1	2	3	4	5
b. The cause was really important to me	1	2	3	4	5
c. I had spare time to do it	1	2	3	4	5
d. I wanted to meet people / make friends	1	2	3	4	5
e. I thought it would give me a chance to use my existing skills	1	2	3	4	5
f. I thought it would give me a chance to learn new skills	1	2	3	4	5
g. I am interested in pursuing / am pursuing a career in healthcare	1	2	3	4	5
h. I felt there was a need in my community	1	2	3	4	5
i. It was connected to the needs of my family/friends	1	2	3	4	5

2. We would like to better understand aspects of your wellbeing. There are no right or wrong answers. For each of these questions I’d like you to give an answer on a scale of 0 to 10, where 0 is “not at all” and 10 is “completely”.

a. Overall, how satisfied are you with your life nowadays?	0	1	2	3	4	5	6	7	8	9	10
b. Overall, to what extent do you feel that the things you do in your life are worthwhile?	0	1	2	3	4	5	6	7	8	9	10
c. Overall, how happy did you feel yesterday?	0	1	2	3	4	5	6	7	8	9	10
d. On a scale where 0 is “not at all anxious” and 10 is “completely anxious”, overall, how anxious did you feel yesterday?	0	1	2	3	4	5	6	7	8	9	10

BACKGROUND INFORMATION

We would like to know a bit more about you so that we can compare the experiences of different types of volunteers.

3. About you

a. Sex: Male Female Prefer not to say

b. Orientation Heterosexual/straight Gay/lesbian Bisexual Other Prefer not to say

c. Age: 16-20 21-30 31-40 41-50 51-60 61-74
 75-84 85 and over

d. Status: Employed Unemployed Student Retired
 Other

Appendix D: 3-month/end volunteer survey

Short Volunteer Survey - Please tell us about your volunteer experience? ... 2 minute survey

Volunteer participation information sheet

We are very pleased that you have agreed to complete the survey. This information sheet explains why the survey is being carried out and what it will involve. We would be grateful if you could read the following information carefully. Please contact us if anything is unclear or if you would like more information.

What is the purpose of this survey?

This survey is aimed at better understanding the your volunteering experience and the impact volunteering may have on you. The findings may also help us to further improve the volunteer services in healthcare settings.

Who is organising this research?

This evaluation is organised by Imperial College Health Partners a not-for-profit organisation, owned by the NHS, that supports that spread and scale of innovation throughout NWL.

Do I have to take part?

Participation in this survey 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. The survey consists of questions about your volunteering activities, experience, and how you are feeling.

Will my taking part in the survey be kept confidential?

The evaluation team will follow ethical practice. The participation of all those taking part will be entirely confidential. Your survey responses will not affect your volunteer role in any way. All data is anonymised, securely stored and 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 practice. It may also be made available to the public through Helpforce or any of its partners such as NHS England. Participants will not be identified at any point. The data collected is for research only, it will not be used for any other purpose. If you have any questions or wish to provide any feedback about this survey, please contact: kyle.lee-crossett@imperialcollegehealthpartners.com.

Thank you again for taking part in this study.

YOUR VOLUNTEERING EXPERIENCE

1. How often are you currently volunteering in/for the practice?

- | | |
|---|--|
| <input type="checkbox"/> At least once a week | <input type="checkbox"/> Less than once a week but at least once a month |
| <input type="checkbox"/> Less than once a month | <input type="checkbox"/> Other (please specify):
_____ |

2. Approximately how many hours do you currently spend volunteering in the practice or for the practice in an average month? How many weeks have you been volunteering?

_____ hours
 _____ weeks

3. How likely are you to recommend volunteering at the practice to friends and family if they wanted to volunteer? Tick one

- Extremely likely Likely Neither likely or unlikely
 Unlikely Extremely Unlikely Don't know

3a. Please can you tell us why you have given your answer?

4. We would like to better understand aspects of your wellbeing. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

a. Overall, how satisfied are you with your life nowadays?	0	1	2	3	4	5	6	7	8	9	10
b. Overall, to what extent do you feel that the things you do in your life are worthwhile?	0	1	2	3	4	5	6	7	8	9	10
c. Overall, how happy did you feel yesterday?	0	1	2	3	4	5	6	7	8	9	10
d. On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?	0	1	2	3	4	5	6	7	8	9	10

5. On a scale of 1-10, (where 1 is disagree and 10 is agree) please rate how you feel about the following at the moment. Please circle.

	<u>Disagree</u>					<u>Agree</u>					N/A
a. My volunteering gives me a sense of purpose	1	2	3	4	5	6	7	8	9	10	N/A
b. My volunteering has increased my confidence	1	2	3	4	5	6	7	8	9	10	N/A
c. My volunteering has increased my ability to get paid work	1	2	3	4	5	6	7	8	9	10	N/A
d. My volunteering at the practice has increased my interest in pursuing a career in health and care	1	2	3	4	5	6	7	8	9	10	N/A
e. My volunteering at the practice has increased my interest in working for the NHS	1	2	3	4	5	6	7	8	9	10	N/A

6. How interested are you taking up a career in health and care/NHS? (Please circle)

- a. I have recently taken steps to take up a career in health and care (e.g. job search, job applications,

discussions with key professionals)
b. I have not yet taken any steps to take up a career in health and care (e.g. job search, job applications, discussions with key professionals) but plan to shortly
c. I have not taken steps and have no intentions to do so in the near future
d. Not applicable

7. To what extent did your volunteering in this practice motivate you towards a career in health and care/NHS? (Please circle)
a. I am not considering a career in health and care
b. To some extent although my main motivation came from elsewhere
c. My volunteering was the main motivator towards a career in health and care
d. Not applicable

BACKGROUND INFORMATION

We would like to know a bit more about you so that we can compare the experiences of different types of volunteers.

8. About you					
a. Sex:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say		
b. Orientation	<input type="checkbox"/> Hetersexual/ straight	<input type="checkbox"/> Gay/lesbian	<input type="checkbox"/> Bisexual	<input type="checkbox"/> Other	<input type="checkbox"/> Prefer not to say
c. Age:	<input type="checkbox"/> 16-20	<input type="checkbox"/> 21-30	<input type="checkbox"/> 31-40	<input type="checkbox"/> 41-50	<input type="checkbox"/> 51-60 <input type="checkbox"/> 61-74
	<input type="checkbox"/> 75-84	<input type="checkbox"/> 85 and over			
d. Status:	<input type="checkbox"/> Employed	<input type="checkbox"/> Unemployed	<input type="checkbox"/> Student	<input type="checkbox"/> Retired	
	<input type="checkbox"/> Other				

Appendix E: Volunteer post-task survey

Name?

Date of task?

[Month] [Day] [Year]

Time spent (in mins)?

[Hr V] : [Min V]

Type of support?

- () Local walk
- () Shopping
- () Accompany to appointment
- () Accompany to community activity or event
- () Other

Notes (or concerns) if required

Appendix F: Spreadsheet of NHS patient numbers to be submitted to WSIC – see separate file [spreadsheet Appendix F]

Appendix G: Delivery staff resource sheet – see separate file [spreadsheet Appendix G]