

# Barts Health Trust - Active Responder Volunteers Insight and Impact Report

## Headline Findings

- ❖ **Volunteers contribute to improved patient experience and care**
- ❖ **Volunteers support improves staff satisfaction with volunteers**
- ❖ **Volunteers can potentially speed up patient discharge**
- ❖ **Volunteering improves volunteers wellbeing**

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### A.Introduction

Volunteers are crucial to the NHS’s vision for the future of health and social care as they work in partnership with skilled staff to perform a variety of roles that support patients and staff.

The aim of the Volunteer Innovators Programme (VIP) was to develop and assess impactful volunteer innovations that can be refined and shared to other UK trusts looking to adopt effective volunteer services. The innovations were chosen based on their potential to make the most impact, and their ability to be tested and scaled in other NHS settings. The aim of our Insight and Impact work has been to assess the impact of each innovation on staff, patients, volunteers and the system.

Barts Health (hereon in, Barts) recognised that volunteers could be used more efficiently and have more impact if they ‘floated’ to the areas of the hospital that needed them most. Feedback from volunteers identified that sometimes the wards in which volunteers were placed did not always have meaningful activities for them, meaning that volunteers were not utilised effectively.

Working alongside staff at the trust, the volunteering team identified a new **Active Responder Volunteer** service to support the following areas:

- Picking up medications for patients to take home at discharge (To Take Away - “TTA”);
- Providing support to patients in Emergency Departments where staff are often very busy; and,
- Supporting patients who are dying alone and who may require an enhanced level of care.

The main aim of the **Active Responder Volunteer** service is to improve patient experience. In addition, by providing volunteer support to collect TTAs, the service helps to save staff time, and may potentially contribute to reducing delays on discharges for medicines.

At the start of this project there were 42 active volunteers in the **Active Responder Volunteer** role. This increased to 155 active volunteers working across all hospitals at the trust.

## B. Methodology and sample

**The key insight and impact questions for this volunteer service are:**

1. Do Active Responder volunteer roles lead to improved patient experience\* and care?
2. Do Active Responder roles lead to better staff satisfaction?
3. Are there a greater number of requests for volunteers from clinical staff and wards?
4. Does the Active Responder role for TTAs lead to reduced delays on discharge for medicines?

\*NOTE: Limited data was collected on patient experience and therefore, results should be interpreted with caution.

### **Patients**

Feedback from patients was collected using the VIP Patient Survey, which was administered by the volunteer after a substantial interaction with a patient. A copy of the VIP Patient Survey can be found in Appendix A. **Total number of responses to VIP patient survey: 5.** This consists of 3 Females and 1 Male (1 undisclosed), age range 31-90 years.

### **Staff**

Feedback from staff was collected using two surveys designed by Helpforce: 1) the VIP Staff Survey which was administered quarterly, and 2) the VIP Staff TTA survey which was administered towards the end of the project to capture staff perceptions on the service and its impact on the discharge process. **Total number of responses to VIP Staff survey: 45** responses from staff, 71% were from Nurses and the remaining 29% were from Healthcare assistants. Staff pay band distribution ranges from Band 2 - Band 8b and is distributed as: Band 2 (n=7), Band 3 (n=4), Band 4 (n=3), Band 5 (n=8), Band 6 (n=11) and Band 7 (n=8),

Band 8 a (n=1), Band 8b (n=1) and Undisclosed (n=2). A copy of the VIP Staff Survey can be found in Appendix B. **Total number of responses to the VIP Staff TTA Survey:** 54 responses from 12 Ward staff, 13 Nurses, 11 Sisters, 6 Healthcare Assistants/support workers, 5 Pharmacy Staff, 3 other and 4 undisclosed. A copy of the VIP Staff TTA Survey can be found in Appendix C.

### **Volunteers**

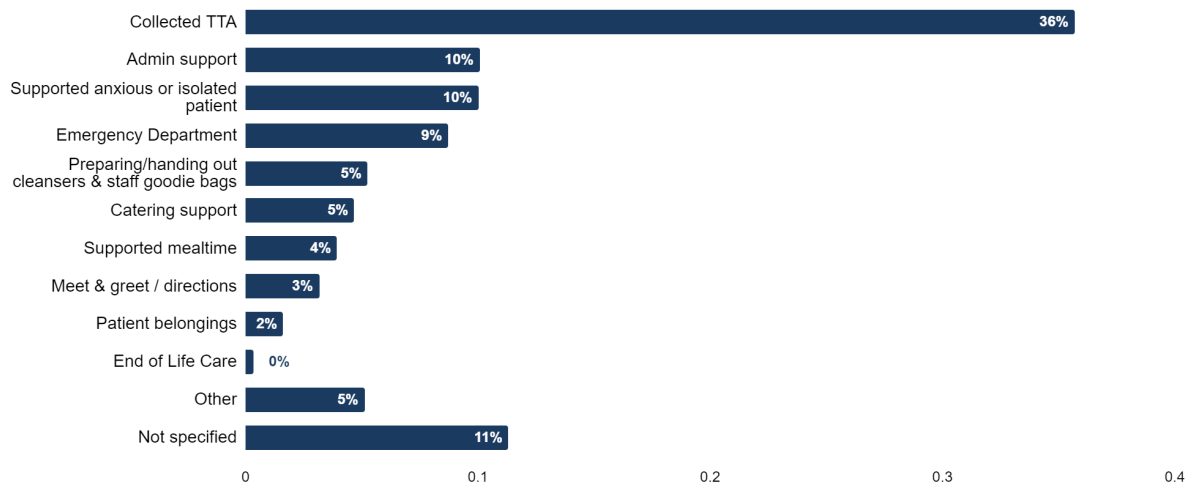
Feedback from volunteers was collected using the VIP Volunteer Survey which was administered quarterly throughout VIP (August 2019 to April 2020). A copy of the VIP Volunteer Survey can be found in Appendix D. **Total number of responses to the VIP Volunteer Survey:** 183 volunteers responded. This consists of 131 Females and 43 Males (9 undisclosed). Additional data was collected from volunteers between January 2020 and July 2020 using 'Better Impact' and was collected at the end of their volunteer shift. This involved volunteers recording their volunteer hours along with an indication of the activities undertaken during their volunteer hours. **Total number of responses recorded on Better Impact:** 330.

## **C. Key findings**

### **Total activity**

- **Total number of patients supported throughout VIP** - 3,990
- **Total number of volunteers recruited throughout VIP** - At the end of VIP there were a total of 217 volunteers. This consists of: 155 active volunteers, 33 inactive volunteers and 29 volunteers who have now left the service
- **Total number of volunteer hours** - 6,452
- **Total number of volunteer shifts completed during VIP** - 1,436
- **Total number of patient interactions** - 3,612
- **Volunteer activity** - Feedback from volunteers indicated that volunteers are giving the largest portion of their volunteer hours to collecting TTAs. Graph 1 below provides a breakdown of activities reported by volunteers through Better Impact.

Graph 1: Distribution of activities undertaken by volunteers



1) **Do Active Responder volunteer roles lead to improved patient experience and care?**

**Volunteer support improves patient experience:**

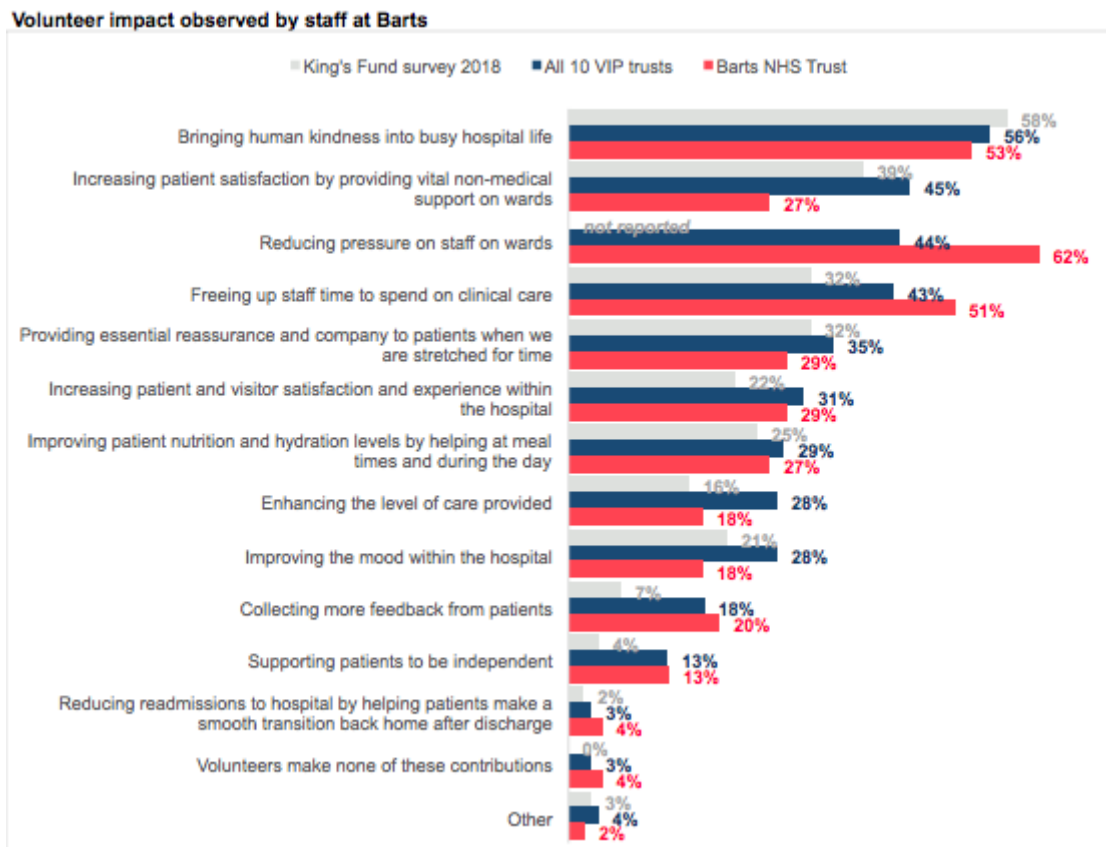
(NOTE: As the majority of the support provided by volunteers were on TTA deliveries it is difficult to understand the impact of the service on patient experience as the TTA deliveries are largely non-patient facing. In addition, caution must be taken in interpreting the results below due to the small sample size (n=5)).

Based on the analysis of the VIP Patient Survey, it can be seen that the service is positively influencing patient experience. All patients who completed the VIP patients survey agreed that the volunteer cheered them up or improved their mood (**40% strongly agreed**). The majority (**80%**) of patients reported that the volunteers helped them to feel less anxious (20% neither agreed or disagreed). This data suggests that patients benefit from the support provided by the volunteers but it would benefit from a much larger sample.

**Volunteer support contributes to improved patient care:**

The majority of staff agreed that volunteer support was helpful in allowing them to have enough time to deliver good patient care (**80%**) (16% neither agreed/disagreed; 2% strongly disagreed; 2% N/A). In addition, when asked to select the top three contributions that volunteers make in a hospital (NOTE: This was a question used in the King’s Fund research on front line views of volunteers, 2018), “freeing up staff time to spend on clinical care” was ranked third (51% of all responses). This is higher than the average response across all VIP trusts (43%) as well as the average King’s Fund staff survey response (32%). Please see Graph 2. This provides insight into how supportive this role is to staff in terms of improving clinical care.

Graph 2: Staff perceptions of volunteer contributions



Furthermore, 87% of staff responded that volunteers saved them between 5 minutes to 1 hour + (7% 5-10 mins; 18% 10-20 mins; 29% 20-30 mins; 13% 30-45 mins; 2% 45-60 mins; 18% 1 hour +). When asked what staff did with the time volunteers had saved them, over half of staff (56%) responded that they were spending more time on priority activities such as care planning, organising medicines, etc. and the remaining responses (44%) included using the extra time to: support more patients (22%), spend more time on patients with higher needs (9%) and discharge patients sooner (13%). All of these can be seen as activities that would drive up quality of patient care.

**2) Do Active Responder roles lead to better staff satisfaction with volunteers?**

**Staff are satisfied with volunteer support**

86% of staff who were surveyed were satisfied/very satisfied with the support provided by volunteers. As well, over half of staff surveyed (62%) felt that their experience with volunteers had been more positive than what they had expected (the remaining 38% of staff felt that their experiences with volunteers were aligned with their expectations). This data suggests that Active Responder volunteers can lead to better staff satisfaction with

volunteers for the majority of staff members. However, there was a small proportion of staff who felt that volunteers were not sufficiently trained for their roles (4%), and disagreement (strongly disagree) that volunteers were seen as a key part of the ward team (7%).

### **Staff feel they benefit from volunteer support**

When asked if volunteers helped staff feel less stressed when wards were busy, 72% of staff agreed/strongly agreed (13% neither agreed/disagreed; 4% strongly disagreed; 11% N/A). Additionally, 'reducing pressure on staff on wards' was ranked first (62% of all responses - see Graph 2) when staff were asked for their thoughts on the top three contributions of volunteers. This is much higher than the average responses across all trusts in the VIP programme.

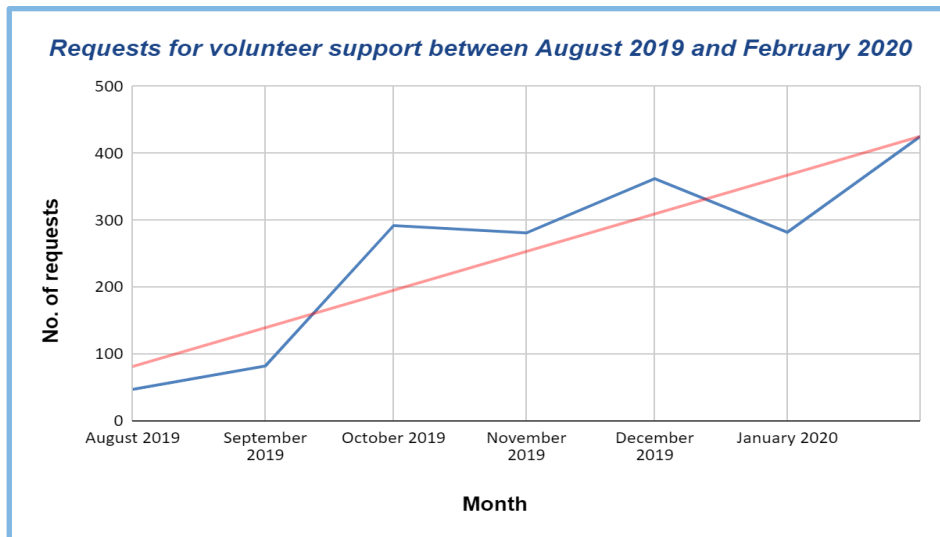
*"Volunteers save ward staff from leaving their wards to make multiple pharmacy trips. This is helpful, especially when we're busy". Nurse*

### **3) Are there a greater number of requests for volunteers from clinical staff / wards?**

#### **Staff make more requests for volunteer support over time**

There was an increase in requests from staff for volunteer support between August 2019 and February 2020 - growing from 47 requests to 425 requests. See Graph 3. This includes requests from pharmacy for TTA deliveries and requests from wards for general support such as, befriending support, mealtime support, supporting isolated patients, etc. When looking at all requests, 66% of requests for volunteer support came from Pharmacy staff and this was followed by requests from Nursing staff (23%). The remaining 11% of requests came from a range of other clinical roles (e.g. Sisters, Ward Staff). For requests specifically for TTAs, naturally the majority of the requests for volunteer support came from Pharmacy staff (98%).

Graph 3: Requests for volunteer support between August 2019 and February 2020



4) **Does the Active Responder role for TTAs lead to reduced delays on discharge for medicines?**

**Active Responders reduce delays on discharge for medicines**

The majority of staff surveyed (65%) felt that the Active Responder volunteers enable patients to leave hospital sooner on the day of discharge by an average of 44 minutes per patient (range 3 - 120 mins) (28% didn't know; 6% no; 2% didn't answer; n=54. 44 min average based on n=33 responses).

*“Certainly the Active Responder volunteers are very helpful and reduce patient discharge delays as well as delays in getting patients their doses when they’re in-patients. This is because we have porters that have delivery rounds at certain times. In between these times, this volunteer service is helping a lot.” Pharmacy Technician*

However, it was recognised that delays in discharge were often a result of several different factors such as: doctors completing discharge forms, staff shortages at the pharmacy (nurses’ perception), delays in portering service to collect medicines (pharmacists’ perception).

**Additional insights:**

***Volunteering has an impact on volunteers' wellbeing***

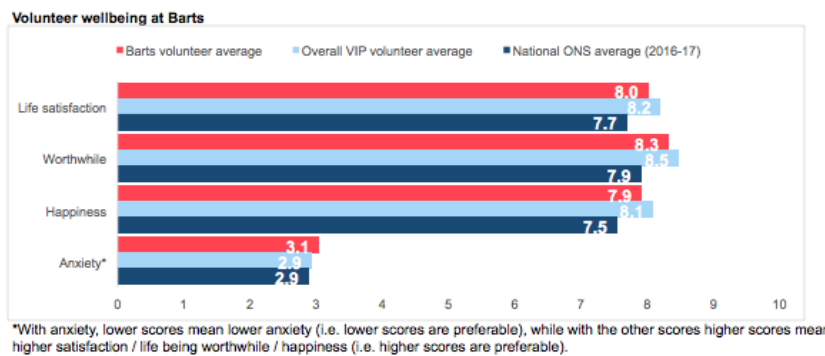
Analysis of the VIP Volunteer Survey identified the following key findings:

**Volunteering impacts on volunteer wellbeing**

Volunteers at Barts scored significantly higher than the national average on life satisfaction, life feeling worthwhile, and happiness with the differences being statistically significant (Life Satisfaction P 0.018, Worthwhile P <0.001 & Happiness P 0.014). Graph 4 presents the comparison from scores from volunteers at Barts compared to scores across the VIP trusts and the National ONS average. (**NOTE:** This data cannot establish whether it was volunteering or other influences that are responsible for the observed differences).

As well, 89% of volunteers felt that volunteering had given them a sense of purpose and 81% felt that volunteering had increased their confidence.

*Graph 4: Comparisons on scores on life satisfaction, life feeling worthwhile and happiness from Barts compared to all 10 VIP trusts and the National ONS average*



**Volunteering influences volunteers’ interest in a career in health and care**

**Volunteering increases interest in a career in health and care**

70% of volunteers reported that volunteering at the hospital has increased their interest in pursuing a career in health and care. As well, 72% of volunteers reported that volunteering at the hospital has increased their interest in working for the NHS specifically.

**Considerations for the volunteering team:**

**Volunteer training**

It is worth noting that only 27% of staff surveyed ‘strongly agreed’ that volunteers in the area they work in at the hospital have been sufficiently trained for their roles.

**Staff perception of volunteers**

Only 40% of staff surveyed strongly agreed that volunteers are seen as a key part of the ward team with 7% responding ‘strongly disagree’. This suggests that further investigation



might be needed to discover potential reasons for the lower scores shown above and how this could potentially be improved.

#### **D. Conclusions**

In summary, the insight and impact work completed on this innovation contributes to demonstrating the added value of volunteers in health and care. Volunteer support can be used efficiently by responding to where volunteers are needed at a particular time by completing activities such as collecting TTAs and providing company for patients. Volunteer support contributes to improved patient experience and care and improved staff satisfaction with volunteer support.

The data collected and reported on TTAs begins to unpick the reasons for potential causes of delays in discharge from the perspective of staff working at the trust. This valuable insight makes suggestions for the role that volunteers could play in helping to reduce delays at discharge by collecting TTAs.

#### **Acknowledgements**

Helpforce would like to firstly acknowledge the hard work and dedication shown by Nancy Whiskin in helping to organise and run this volunteer service. We would also like to thank the voluntary services team and their volunteers for delivering this innovation to the trust.

#### **References**

1. National ONS (2016-2017) - <https://www.ons.gov.uk/economy/nationalaccounts/satelliteaccounts/articles/changesinthevalueanddivisionofunpaidcareworkintheuk/2015>
2. The Kings Fund Survey (2018) - [https://www.kingsfund.org.uk/sites/default/files/2018-12/Role\\_volunteers\\_NHS\\_December\\_2018.pdf](https://www.kingsfund.org.uk/sites/default/files/2018-12/Role_volunteers_NHS_December_2018.pdf)

## E. Appendices

### Appendix A - VIP Patient Survey

#### Patient & Carer Survey - Service evaluation questionnaire

##### Please tell us about your stay in hospital ... 2 minute survey

Thank you for taking part in this survey. This information sheet explains why this research 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 your experience in hospital - for those who had support from a hospital volunteer and those who did not.

##### Who is organising this research?

This survey is organised by Helpforce, 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 how you are feeling and your experience at this hospital. All data from surveys will be treated as entirely confidential and no personal or identifiable data is requested.

Your survey responses will not affect your healthcare in any way. All data from surveys will only be available to the internal hospital team and the Helpforce research team and its research 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. 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: Dr Allison Smith at [as@helpforce.community](mailto:as@helpforce.community)

##### Thank you again for taking part in this study!

Name of ward.....

1) Were you supported by a volunteer during your hospital stay? (Please circle your answer). ***If 'no', please skip ahead to question 6.***

Yes / No / Don't Know

2) On average - approximately how long did the volunteer spend per visit (*please circle one answer*)

|                  |             |              |              |              |                |
|------------------|-------------|--------------|--------------|--------------|----------------|
| Less than 5 mins | 5 – 10 mins | 10 – 20 mins | 20 – 30 mins | 30 – 45 mins | 1 hour or more |
|------------------|-------------|--------------|--------------|--------------|----------------|

3) How often did you spend time with a volunteer on-ward?

|           |                 |                  |             |                       |
|-----------|-----------------|------------------|-------------|-----------------------|
| Every day | Every other day | 2-3 times a week | Once a week | Once or twice a month |
|-----------|-----------------|------------------|-------------|-----------------------|

4) **Volunteer activities:** What did the volunteer do? (Please **tick all** that apply).

- Did activities with me (e.g. crosswords, read paper, played games)
- Helped me with getting out of bed
- Helped me to get dressed
- Accompanied me on a short walk or with gentle exercise
- Provided me with information about my care and treatment
- Helped me with my food and drink at meal times
- Gave me someone to talk to / was company for me/patient
- Other (please tell us what the volunteer did):.....

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

| My overall experience of the volunteer support I received: | Strongly Disagree | Disagree | Neither agree or disagree | Agree | Strongly Agree | Not Applicable |
|--|-------------------|----------|---------------------------|-------|----------------|----------------|
| The volunteer cheered me up / improved my mood             | ?                 | ?        | ?                         | ?     | ?              | ?              |
| The volunteer helped me feel less anxious                  | ?                 | ?        | ?                         | ?     | ?              | ?              |

6) How likely are you to recommend this service (e.g. **this hospital**) to your friends and family if they needed similar care or treatment? (please tick one box) (NHS Friends and Family Test)

|                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Extremely unlikely       | Unlikely                 | Neutral                  | Likely                   | Extremely likely         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7) Please rate the following statements about your current hospital stay or healthcare support (please tick the relevant box). **Please note this is confidential. (Care Transitions Survey)**

| How good was the healthcare provider at...   | Poor                     | Fair                     | Good                     | Very good                | Excellent                | Does not apply           |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Showing care and compassion</b><br>(seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Being interested in you as a whole person</b><br>(asking/knowing relevant details about your life, your situation; not treating you as "just a number")                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Really listening</b><br>(paying close attention to what you were saying; not looking at the notes or computer as you were talking)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Making you feel at ease</b><br>(introducing him/herself, explaining his/her position, being friendly and warm towards you, treating you with respect; not cold or abrupt) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8) **Your age and sex** - please circle

|     |       |        |       |                   |
|-----|-------|--------|-------|-------------------|
| Age | 18-20 | 21-30  | 31-40 | 41-50             |
|     | 51-65 | 66-74  | 75-84 | 85 and over       |
| Sex | Male  | Female | Other | Prefer not to say |

9) (optional) "Is there anything else you would like to say about the volunteer support you have received?"

## Appendix B - VIP 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 research 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 research?

This survey is organised by Helpforce ([www.helpforce.community](http://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 research team and its research 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:** Dr. Allison Smith, Head of Research, at [as@helpforce.community](mailto:as@helpforce.community)

**Thank you again for taking part in this study.**

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**1) About You**

Please tell us which ward you are on: \_\_\_\_\_

Job role: (please circle)

Nurse / Midwife / Healthcare assistant / Allied Health Professionals (e.g. Physiotherapist, etc) /  
Doctor / **Other (please specify)**

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Agenda for change or band?

- Band 1
- Band 2
- Band 3
- Band 4
- Band 5
- Band 6
- Band 7
- Band 8a
- Band 8b
- Band 8c
- Band 8d
- Band 9
- Don't know

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
- Completed other tasks which saved staff time - e.g. prepared patient for discharge, talked with patients relative to arrange discharge, etc
- Other (please tell us what the volunteer did):.....

3) Have your views about hospital 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?

.....  
 .....

4) Thinking about your most recent experience with a volunteer how much - if any - time did they save you *on an average day?* i.e. by supporting patients with non-clinical tasks freeing you to focus on clinical tasks *(please circle one answer)*

|                  |            |                           |                 |                    |                    |                    |                      |
|------------------|------------|---------------------------|-----------------|--------------------|--------------------|--------------------|----------------------|
| Saved me no time | Don't know | Saved less than 5 minutes | Saved 5-10 mins | Saved 10 – 20 mins | Saved 20 – 30 mins | Saved 30 – 45 mins | Saved 1 hour or more |
|------------------|------------|---------------------------|-----------------|--------------------|--------------------|--------------------|----------------------|

5) If volunteers have given you extra time, what did you do with this time?

.....  
 .....

6) 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.

| <b>My overall experience of the volunteers on the ward:</b>                                      | 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 to patients |                          |          |                           |       |                       |                |
| The volunteers in the area I work in the hospital have been sufficiently trained for their roles |                          |          |                           |       |                       |                |
| When the wards are busy or short-handed, the volunteers' support helps me feel less stressed.    |                          |          |                           |       |                       |                |
| Volunteers are seen as a key part of the ward team   |                          |          |                           |       |                       |                |

7) 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                     |

8) If you answered 'very unsatisfied'/'unsatisfied' - why do you feel this way?

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9) In your opinion, which of the following do hospital volunteers contribute to? Please choose your **top three** options

- Reducing pressure on staff on wards
- Freeing up staff time to spend on clinical care
- Increasing patient satisfaction by providing vital non-medical support on wards
- Improving patient nutrition and hydration levels by helping at meal times and during the day
- Providing essential reassurance and company to patients when we are stretched for time
- Bringing human kindness into busy hospital life
- Enhancing the level of care provided
- Improving the mood within the hospital
- Collecting more feedback from patients
- Increasing patient and visitor satisfaction and experience within the hospital
- Reducing readmissions to hospital by helping patients make a smooth transition back home after discharge
- Supporting patients to be independent
- Volunteers make none of these contributions
- Other (please specify) [free text] \_\_\_\_\_

10) What are the challenges of hospital volunteering? **Please choose up to three options.**

- Volunteers take up too much staff time
- There is a lack of clarity about volunteer roles
- There is too much variation in how volunteers do things
- Volunteers are unreliable
- Volunteers change too often
- None of the above
- Other (please specify) [free text] \_\_\_\_\_

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

| Tick or put a cross in the box  | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |           |
|---|-------------------|----------|----------------------------|-------|----------------|-----------|
| 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 |  |  |  |  |  |           |

## Appendix C - VIP TTA (Also known as TTO) Staff Survey

# Short Service evaluation (1 min) - Active Response Volunteers and timely patient discharge at Barts Health NHS Trust

### Context for this evaluation

The NHS inpatient survey 2018 suggests that the main reason for the discharge delays is **waiting for medicines on the day of discharge** according to patients. While it does not specify what exactly is causing the delay with the medicines, we are examining the possibility that the volunteers at Barts Health NHS Trust may be able to cut down on that delay. Among other tasks, volunteers deliver **to take out (TTO) medicines** from pharmacy to the relevant wards and thus relieve clinical staff from doing this non-clinical task. This survey aims to gather qualitative insights among relevant staff at Barts Health NHS Trust who may have observed if the volunteers may or may not avoid some discharge delays.

### Who is organising this research?

This survey is organised by Helpforce ([www.helpforce.community](http://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?

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**If you have any questions or wish to provide any feedback about this survey, please contact:** Dr. Allison Smith, Head of Research, at [as@helpforce.community](mailto:as@helpforce.community)

**Thank you again for taking part in this study.**

Survey

1. What is your role at Barts Health NHS Trust? .....

2. How familiar are you with the active response volunteers at Barts and their impact? (Select one)

- I don't know what impact volunteers might have on patient discharge delays
I have experience of volunteers delivering TTOs and may have some insight into what impact they might have on avoiding patient discharge delays.

3. The NHS Inpatient Survey routinely finds that patients (73%) report delays to discharge on the day because they had to wait for medicines. Does this figure surprise you?

- Yes, it is higher than what I would expect
Yes, it is lower than what I would expect
No, it is what I would expect.

4. Do you think active response volunteers who support the delivery of TTOs from pharmacy to the wards may be able to avoid patient discharge delays, and please state why or why not?

.....
.....
.....
.....
.....
.....

5. What do you believe are the main reasons behind medicines-related discharge delays?

.....
.....
.....

6. Do you believe that the active response volunteer role is enabling patients to leave hospital sooner on the day of discharge?

- Yes (please ensure you answer 7)
No
Don't really know

7. If yes - on average how many minutes per patient might they save in your opinion (a rough estimate is fine)? ..... minutes

## Appendix D - VIP 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 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 research is organised by Helpforce ([www.helpforce.community](http://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 the hospital you volunteer at.

#### **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 survey 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 hospital. 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: Dr Allison Smith at [as@helpforce.community](mailto:as@helpforce.community)

**Thank you again for taking part in this study.**

## YOUR VOLUNTEERING EXPERIENCE

### 1. How often are you currently volunteering in the hospital or for the hospital?

- |   |  |
|---|--|
| <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 hospital or for the hospital in an average month?**

\_\_\_\_\_ hours

**3. What activities do you undertake when you volunteer in the hospital or for the hospital? Tick all that apply**

- Helping to mobilise patients, e.g. to get dressed and move around
- Helping out on wards during mealtimes, e.g. encouraging patients to eat, passing them a drink
- Providing companionship or mental stimulation to patients, e.g. visiting people for a chat, play cards, share music/books
- Supporting patients to leave hospital and settle back at home
- Supporting staff or patients with tasks, e.g. picking up prescriptions, moving patients around within hospital
- Leading activities and social activity groups to support patients with long-term conditions, e.g. dementia, stroke
- Restraint debriefs (mental health)
- Handholding & comforting - in theatre/surgery
- Other (please specify):

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

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

**5. 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 |

**6. 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.**

|  | Disagree |   | Agree |   |   |   |   |   |   |    | 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 hospital 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 hospital has increased my interest in working for the NHS                  | 1        | 2 | 3     | 4 | 5 | 6 | 7 | 8 | 9 | 10 | N/A |

**7. 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  |

|   |
|---|
| <b>8. To what extent did your volunteering in this hospital motivate you towards a career in health and care/NHS? (Please circle)</b> |
| 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.

|                     |  |                                      |  |                                  |  |                                |
|---------------------|--|--------------------------------------|--|----------------------------------|--|--------------------------------|
| <b>7. About you</b> |  |                                      |  |                                  |  |                                |
| a. Sex:             | <input type="checkbox"/> Male                      | <input type="checkbox"/> Female      | <input type="checkbox"/> Prefer not to say |                                  |  |                                |
| b. Orientation      | <input type="checkbox"/> Heterosexual/s<br>traight | <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                     |                                      |  |                                  |  |                                |

|   |   |  |
|---|---|--|
| <b>8. What is your ethnic background?</b>           |   |  |
| <b>White</b>  | <b>Asian/Asian British</b>                          | <b>Chinese and other ethnic background</b>                               |
| <input type="checkbox"/> British                    | <input type="checkbox"/> Indian                     | <input type="checkbox"/> Chinese   |
| <input type="checkbox"/> Irish                      | <input type="checkbox"/> Pakistani                  | <input type="checkbox"/> Any other ethnic background<br>(please specify) |
| <input type="checkbox"/> Any other White background | <input type="checkbox"/> Bangladeshi                | <div style="border: 1px solid black; height: 20px; width: 100%;"></div>  |
| <b>Mixed</b>  | <input type="checkbox"/> Any other Asian background |  |
| <input type="checkbox"/> White and Black Caribbean  | <b>Black/Black British</b>                          |  |
| <input type="checkbox"/> White and Black African    | <input type="checkbox"/> Caribbean                  |  |
| <input type="checkbox"/> White and Asian            | <input type="checkbox"/> African                    |  |
| <input type="checkbox"/> Any other mixed background | <input type="checkbox"/> Any other Black background |  |

|   |                             |  |
|---|-----------------------------|--|
| <b>9. Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?</b> |                             |  |
| <input type="checkbox"/> Yes  | <input type="checkbox"/> No | <input type="checkbox"/> I would prefer not to say |

**Thank you again for taking part in this study.**