

Moorfields Eye Hospital - Theatre Support Volunteers Insight & Impact Report

Headline findings

- ❖ Theatre Support volunteers help patients feel less anxious
- ❖ Volunteers contribute to helping staff deliver better patient care
- ❖ Volunteers improve the patient experience

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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.

Patients at Moorfields Eye Hospital (hereon in, Moorfields) are often suffering from high levels of anxiety and stress. The eye is extremely sensitive and some of the tests and procedures carried out at Moorfields can feel invasive, intrusive, and challenging for patients. Previous research at Moorfields Bedford (2014) showed that patients who underwent a procedure with a ‘hand holder’ reported that it reduced anxiety and created a less stressful environment. During the programme, the Friends of Moorfields Eye Hospital recreated this volunteer service at City Hospital in order to support more patients.

This volunteer aims to reduce levels of anxiety and stress for patients who are undergoing a procedure, which could:

- Improve patient experience
- Reduce the need for sedation and in turn, reduce the amount of time a patient would need to stay on ward post surgery
- Save staff time by making the process easier for surgeons and surgical teams giving them more time to care for other patients

At the start of the project there were no Theatre Support volunteers, by the end of the project, there were 12 Theatre Support volunteers.

B. Methodology & Sample

The key insight and impact questions for this innovation are:

- 1) Do theatre support volunteers help staff deliver better care?
- 2) Do theatre support volunteers reduce the anxiety levels of patients who are undergoing cataract surgeries?
- 3) Does the volunteer service at Moorfields improve the patient experience?
- 4) Do theatre support volunteers reduce the likelihood of general anaesthesia use, and therefore speed up recovery of patients who are undergoing eye surgery?*
- 5) Does the volunteer service improve the confidence and knowledge of family members of patients undergoing surgery?*
- 6) Does the volunteer service reduce the number of Do Not Attends (DNAs) (pre/post)?**

***NOTE:** We do not have data to enable us to answer this question

****NOTE:** In the first phase of the project (e.g., during the lifetime of the programme), there was no patient/volunteer interaction at the pre-assessment stage where we would expect the interaction to have an impact on DNA rates. The first phase only focused on supporting patients who had made the decision to come into the hospital for their surgery.

Staff

Feedback from staff was collected using the VIP Staff Survey which was administered quarterly throughout VIP. A copy of the VIP Staff Survey can be found in Appendix A. **Total number of responses to the VIP Staff Survey:** 3 responses, all respondents were Allied Health Professionals (Pay bands undisclosed).

Patient

Feedback from patients was collected using the VIP Patient Survey which was administered towards the end of the project. A copy of the VIP Patient Survey can be found in Appendix B.

Total number of responses to VIP Patient Survey: 54 responses from 19 Female and 21

Male patients (14 undisclosed). This consists of 21 patients 'supported by a volunteer' and 29 'not supported by a volunteer' to act as the control group (4 unknown). Participant age range is between 51-90 years.

Volunteer

Feedback from the volunteers was collected using the VIP Volunteer Survey which was administered quarterly. The survey was distributed to all volunteers at Moorfields not only Theatre Support volunteers. A copy of the VIP Volunteer Survey can be found in Appendix C.

Total number of responses to VIP Volunteer Survey: 86 responses, 45% retired, 18% student, 16% employed, 12% unemployed and 9% other. Age range 16-75+ years (51% 61-64 years), 61 Females and 20 Males (5 undisclosed).

C. Key findings

Total activity

Total number of volunteers recruited throughout VIP: 12

Total number of volunteer hours: 710

Total number of patients supported throughout VIP: 209

1) Do theatre support volunteers help staff deliver better care?

(NOTE: Small sample size (n=3) results should be interpreted with caution)

Volunteers contribute to helping staff deliver better care

Due to the small number of survey responses received from staff, it is difficult to say whether theatre support volunteers help staff deliver better care. However, 2 of the 3 survey responses received from staff agreed that volunteers are helpful in allowing them to have enough time to deliver good care to patients. Two out of three staff surveyed felt that volunteers enhance the level of care.

"The whole theatre team is able to really focus on their work, safe in the knowledge that someone is there to calm the patient and allay their fears." Consultant Ophthalmic Surgeon at Moorfields

2) *Do theatre support volunteers reduce the anxiety levels of patients who are undergoing cataract surgeries?*

Volunteers help patients feel less anxious

Of the patients who responded to the survey and had support from a volunteer, the majority of patients (95%) agreed or strongly agreed that the volunteer helped them to feel less anxious (5% neither agree nor disagree). The majority of patients felt (95% agree/strongly agree) that the volunteer cheered them up/improved their mood (5%

neither agree nor disagree). In fact, when compared to the average VIP patient scores, patients at this trust had higher agreement to the question on anxiety (37% 'Strongly agree' for VIP patient average, **84%** 'Strongly agree' at Moorfield). The patients surveyed at Moorfields also had one of the highest scores agreeing that volunteers cheered them up or improved their mood when compared to the other VIP trusts (42% for VIP patient average, **74%** for Moorfields).

"The patient was an elderly lady who was extremely nervous and frail. I held her hand whilst she was experiencing local anaesthetic in her right eye. The lady underwent glaucoma surgery and although she kept falling asleep I would squeeze her hand to make sure she knew I was there for her. After the surgery she kept crying in appreciation towards the surgeon and myself. She even complimented my smile and felt very grateful for the extra support." Volunteer at Moorfields

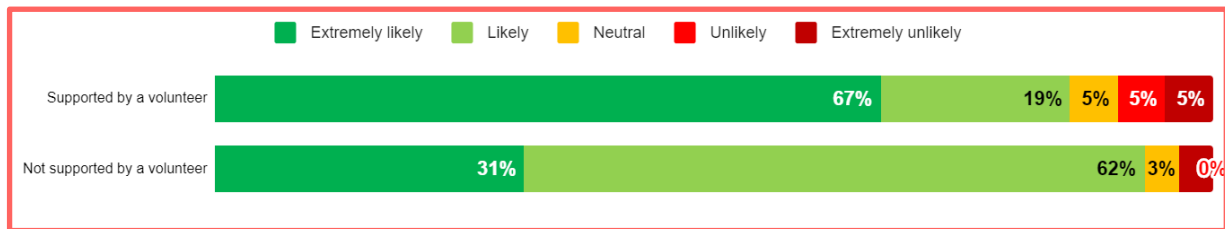
3) *Does the volunteer service at Moorfields improve the patient experience?*

Volunteer support improves patient experience

(NOTE: These results are based on a sample of 21 patients who were supported by a volunteer and 29 patients not supported by a volunteer. Results should be interpreted with caution due to sample sizes.)

There were differences in patient experience observed between patients who received support from volunteers, and patients who did not receive support from volunteers. When patients were asked how likely they were to recommend this service to friends and family if they needed similar care or treatment, **67%** of patients supported by a volunteer answered 'extremely likely' whereas only **31%** of patients not supported by a volunteer answered 'extremely likely'. Graph 1 below shows the distribution of scores for this question from patients supported by a volunteer and patients not supported by a volunteer.

Graph 1: Scores from patients supported and not supported by a volunteer on the question 'How likely are you to recommend this service to friends and family if they needed similar care or treatment?'



Volunteers ensure care is more person-centred

Patients who received support from volunteers felt that their care was more person-centred. For instance, patients who received support from a volunteer responded more positively on whether they felt staff were 'really listening'. **86%** of those who were supported by a volunteer responded to this question with 'excellent/very good' compared to **66%** of patients responding 'excellent/very good' from those who were not supported by a volunteer. Patients supported by a volunteer responded more positively 'excellent' ('excellent/very good') on whether staff 'Show care and compassion' (**86%** intervention group; 79% control group). Finally, **81%** of patients supported by a volunteer felt that staff were 'excellent/very good' at 'being interested in you as a whole person' compared to only 62% not supported by a volunteer.

"Today, cataract surgery @Moorfields. #ourNHSpeople, everyone so kind and thoughtful. A gentle and calming surgeon. As for the handholding volunteer, support without words throughout the procedure. What a great idea!" Patient at Moorfields (via Twitter)

When staff were asked to choose the top three contributions that they feel volunteers add to the hospital, they chose: Bringing human kindness into busy hospital life (100%), providing essential reassurance and company to patients when staff are stretched for time (100%) and increasing patients and visitor satisfaction and experience within the hospital (100%). All these activities make care more person-centred.

- 4) **Do theatre support volunteers reduce the likelihood of general anaesthesia use, and therefore speed up recovery of patients who are undergoing eye surgery?**

****NOTE:** We do not have data to enable us to answer this question.

“We certainly felt their (hand holding volunteers) presence reduced the need for additional sedation in many otherwise anxious patients and in doing so, speeded their recovery and also the theatre efficiency by reducing turnaround time.” Consultant Ophthalmic Surgeon at Moorfields

- 5) **Does the volunteer service improve the confidence and knowledge of family members of patients undergoing surgery?**

****NOTE:** We do not have data to enable us to answer this question.

- 6) **Does the volunteer service reduce the number of DNAs (pre/post)?**

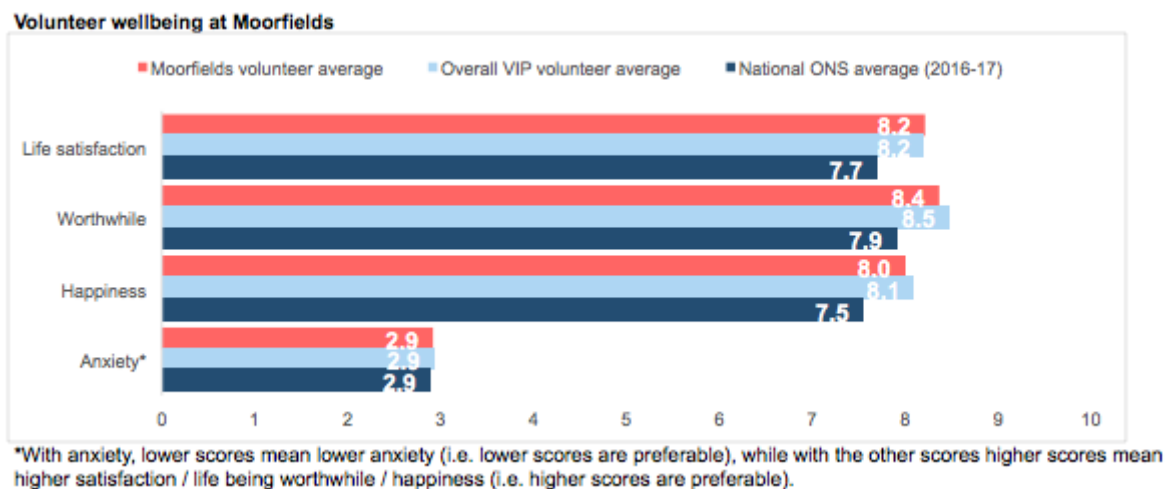
****NOTE:** In the first phase of the project (e.g., during the lifetime of the programme), there was no patient/volunteer interaction at the pre-assessment stage where we would expect the interaction to have an impact on DNA rates. The first phase focused on supporting patients who already made the decision to come into the hospital for their surgery. Therefore, this question is not applicable for this report.

Other insights:

Volunteers have increased wellbeing

On life satisfaction, life feeling worthwhile, and happiness, the volunteers at Moorfields score significantly higher than the national average, and the differences are statistically significant (P 0.004 on Life satisfaction, P 0.014 for Worthwhile & P 0.018 on Happiness). Nearly all volunteers (93%) feel that volunteering gives them a sense of purpose and 73% feel that it has increased their confidence (disagree (n=6), neither agree nor disagree (n=15), N/A (N=8)). (NOTE: We cannot establish whether these results occurred due to volunteering or if other influences are responsible). Graph 2 compares scores from volunteers at Moorfields to the National ONS average and the overall VIP Volunteer average.

Graph 2: Comparison of scores on Life satisfaction, Worthwhile and Happiness between volunteers at Moorfields, the overall VIP volunteer average and the National ONS average



Volunteering increases interest in working for the NHS

Over half of volunteers surveyed (66%) at this trust reported that volunteering at the hospital has increased their interest in working for the NHS (agree/strongly agree). Five out of eight volunteers at Moorfields reported that they had recently taken steps to take up a career in health and care. Despite the small sample size, this data suggests that volunteering could have potentially increased the volunteers interest in working for the NHS.

D. Conclusions

In summary, the insight and impact work completed on the Theatre Support volunteer role provides insight into the added value of volunteering in health and care. Theatre Support volunteers provided a comforting hand for patients undergoing a frightening procedure. The

data shows that providing this type of support to patients improves patient experience and supports staff to deliver good patient care.

Acknowledgements

Helpforce would like to acknowledge the Friends of Moorfields Charity, Angela Smith and Natalia Tomashpolskaya for their dedication and support throughout the innovation. Thank you to the hardworking volunteers in delivering this innovation and collecting the data to enable the insight and impact work.

E. Appendices

Appendix A - 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), 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

Thank you again for taking part in this study.

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)**

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
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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.

My overall experience of the volunteers on the ward:	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	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?

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	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
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box						
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 B - VIP Patient Survey

Moorfields Service Evaluation Survey for the Volunteer programme - Please tell us about your experience ...

Information for Patient

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 your experience in hospital - for those who had support from a hospital volunteer and those who did not.

Who is organising this survey?

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. If you have any questions or wish to provide any feedback about this survey, please contact: Dr Allison Smith at as@helpforce.community

Thank you again for taking part in this study!

This patient survey is to better understand the added value of volunteers to the patient experience at Moorfields.

[PLEASE NOTE THIS SURVEY SHOULD BE COMPLETED WITH PATIENTS RECEIVING A VOLUNTEER AND THOSE WITHOUT A VOLUNTEER TO COMPARE AND CONTRAST]

Patient discharge survey

All answers are treated in confidence and help us to improve the service we are delivering.

1) About You - age and sex - please circle

Age	16-20	21-30	31-40	41-50
	51-65	66-74	75-84	85 and over
Sex	Male	Female	Other	Prefer not to say

2) Were you supported by a volunteer during your hospital stay? (Please circle your answer). ***If 'no', please skip ahead to question 5.***

Yes / No / Don't Know

3) On average - approximately how long did the volunteer spend with you 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
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4) 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
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The volunteer cheered me up / improved my mood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The volunteer helped me feel less anxious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[To note: rationale for questions 5 and 6 - these are asked of patients because we want to understand the **added value of volunteers** to responses on these questions; for example: does having volunteer support lead to higher responses on these questions vs no volunteer support. These questions are in no way aimed at measuring clinical performance]

5) How likely are you to recommend this service (**e.g. this hospital/Moorfields**) to your friends and family if they needed similar care or treatment? (please tick one box)

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

6) Please rate the following statements about your current hospital stay or healthcare support (please tick the relevant box).

How good was the healthcare provider at...	Poor	Fair	Good	Very good	Excellent	Does not apply
Showing care and compassion (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"/>
Being interested in you as a whole person (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"/>
Really listening (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"/>

Making you feel at ease (introducing him/herself, explaining his/her position, being friendly and warm towards you, treating you with respect; not cold or abrupt)	?	?	?	?	?	?
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7) Time of discharge: _____

9) Any other comments:(please record any patient quotes etc:

Thank you for taking part!

Appendix C - 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), 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

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?

- At least once a week
 Less than once a week but at least once a month
 Less than once a month
 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.

	<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	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	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	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	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	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

8. To what extent did your volunteering in this hospital 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.

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

8. What is your ethnic background?

White

- British
- Irish
- Any other White background

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background

Asian/Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Black/Black British

- Caribbean
- African
- Any other Black background

Chinese and other ethnic background

- Chinese
- Any other ethnic background
(please specify)

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?

- Yes
- No
- I would prefer not to say

Thank you again for taking part in this study.