

# North Tees & Hartlepool - 'Home but not alone' Discharge Support Insight and Impact Report

## Headline Findings

- ❖ Volunteer support ensures patients are well-informed and supported at hospital discharge and when at home
- ❖ Volunteers contribute to improving staff wellbeing and morale
- ❖ Volunteering impacts on the wellbeing of volunteers

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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 Helpforce Volunteer Innovators Programme (VIP) was to develop and assess impactful volunteer innovations that can be refined and shared with other UK trusts looking to adopt effective volunteer services. The innovations were chosen given 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.

At North Tees and Hartlepool (hereon in, North Tees), the volunteering team wanted to use the project to develop their existing volunteer driver scheme, which was established in 2013. The initial focus of the service was to support patients to attend their outpatient appointments and, over the years, it has been extended to offer support to those for the first few days after hospital discharge. The funding was used to further develop the role by providing up to 28 days of support at home, and scale the driver scheme for patients who didn't need home support. The wider focus on supporting patients from hospital to home is a priority area for many trusts. Indeed, results from the 2019 Adult Inpatient Survey notes that "Patients consistently reported less positive experiences for the themes of:

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communication at the point of discharge and consideration of the support they will need after leaving hospital". Furthermore, the evidence suggests that patients who feel anxious about returning home after a hospital stay, and who don't feel they have support at home, are more likely to be readmitted to hospital. North Tees' hospital to home service - named 'Home but not alone' - aims to improve the patient three areas of support:

1. Volunteers befriend patients in the discharge lounge, and those on wards who are getting ready for discharge, and provide information about the discharge process.
2. Volunteer drivers then take the patients home when they are ready.
3. When patients are at home, volunteers provide emotional and practical support for up to 28 days either in-person or on the phone. This includes befriending, collecting medicines, driving patients to outpatient appointments, and shopping. They also provide signposting and make referrals to other agencies.

The goal of the project was to develop the role in order to support more patients and make a positive impact on patient experience and people's engagement within their own community after leaving hospital. The project also hoped to contribute to a reduction in readmission rates (within 30 days) and improve patient flow once fully developed.

At the beginning of the project, there were 15 volunteers providing support in the driver role (n=12) and discharge role (n=3). The funding enabled the trust to pilot the discharge befriending component and the support at home component. By the end of the project, there were 80 volunteers supporting patients as drivers (n=23), discharge volunteers (n=8) and ward volunteers (n=49).

## **B. Methodology & Sample**

### ***Key Insight and Impact questions for this project:***

- 1) Does a new 'Home but not alone' volunteer innovation at North Tees improve efficiency and productivity in the hospital? (e.g., reduced bed blocking, reduce readmissions at 30 days, reduced transportation costs)
- 2) Does the 'Home but not alone' volunteer service improve patient experience?
- 3) Do volunteers contribute to improving staff wellbeing and morale?
- 4) Does volunteering have an impact on volunteer wellbeing ?

### ***Patient***

Feedback from patients who used the 'Home but not alone' volunteer service was captured using the Patient Discharge Survey. Feedback was captured on the day of discharge from hospital and again 28 days later. A copy of the VIP Patient Discharge Survey can be found in

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Appendix A. **Total number of responses from patients on the VIP Patient Discharge Survey:** 10 patients. This consists of 7 Females and 3 Males; age range 51-89 years.

### **Staff**

Feedback was collected from staff using the VIP Staff Survey which was administered quarterly. A copy of the VIP Staff Survey can be found in Appendix B. **Total number of responses from this trust on the VIP Staff Survey:** 11 members of staff completed this survey. This consisted of 7 Nurses and 2 Healthcare Assistants (2 Unknown). Distribution of pay bands for staff ranged from Band 2 - Band 7 with: Band 2 (n=2), Band 3 (n=1), Band 5 (n=2), Band 6 (n=3), Band 7 (n=2) and 1 undisclosed.

### **Volunteer**

Feedback on this service from volunteers was collected using the VIP Volunteer Survey which was administered quarterly during this innovation. A copy of the VIP Volunteer Survey can be found in Appendix C. **Total number of responses from North Tees on the VIP Volunteer Survey:** 35 responses which consists of 21 female and 14 male volunteers. 77% retired, 11% employed, 9% unemployed and 3% students. Age range: 69% aged 61 and over and 31% 16-60 years.

## **C. Key findings**

### **Total Activity (July 2019 - January 2020)**

**Total number of patients supported throughout VIP :** 712 patients

**Total number of patient journeys throughout VIP:** 2,622

**Total number of volunteers recruited throughout VIP:** 65 volunteers

**Total number of volunteer hours:** 3,786

**Volunteer frequency:** 94% volunteers reported this to be at least once a week

- 1) ***Does a new 'Home but not alone' volunteer innovation at North Tees improve efficiency and productivity in the hospital? (e.g., reduced bed blocking, reduce readmissions at 30 days, reduced transportation costs)***

Volunteer drivers at N. Tees undertook a significant number of patient journeys during the programme 2,625; covering over 60,000 miles. It is estimated that the volunteer drivers have saved c £40K through a reduction in expenditure on private taxis previously paid for by the Trust.

Although anecdotal evidence from N. Tees indicates that volunteer drivers have been

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helping patients to attend appointments on time, and helping them to get home sooner from hospital, the data collected by the Trust has not made it possible to validate this assertion. A review of outpatient DNA rates for different specialties before and after the introduction of the programme did reveal some areas of improvement, but there was no clear pattern of improvement in any specialty that could be linked to volunteers.

Similarly, although discharge support volunteers on wards are understood to be contributing to speeding up the discharge process at N. Tees, it was not possible to validate this assertion using the available data. Pre-2pm discharge times did appear to be slightly improved in two of the six wards involved in the programme in Quarters 3 and 4 of 2019/20 when compared to the equivalent quarters in 2018/19, but this was not the case in the other four wards where there was volunteer support.

Although there may not have been much impact on the pre-2pm discharge target, it is worth noting that volunteers tend to help in the wards between 10am and 6pm each day, and their impact is most likely to be seen in this period. The available data does suggest that there may have been a slight shift away from patients being discharged outside the 10am to 6pm time period. This was the case in five out of six of the programme wards.

In order to establish firmer conclusions in relation to the impact of the service in areas such as DNAs and earlier patient discharge times it would make sense to allow the service to become more established and then look to undertake more focussed research which tracks individual patients who have received support from volunteers.

## **2) *Does the Home but not alone' volunteer service improve the patient experience?***

Results from the VIP Patient Discharge survey highlighted the following key findings (**NOTE: results should be interpreted with caution given the small sample size**):

### **Volunteers ensure patients are well-informed**

'Home but not alone' volunteers are improving patients' experience by ensuring that patients are well-informed at the time of discharge. All patients surveyed felt clear on what they should or should not do after leaving the hospital (100% agreement), and patients knew who to contact if they were worried about their condition after leaving hospital (88% agreement).

These results show an improvement on results from this trust on the Adult Inpatient Survey 2019 where **71%** of patients surveyed felt that they were told who to contact if worried about their condition or treatment after leaving hospital. This suggests that patients feel

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better informed at time of discharge which may potentially be the result of the additional volunteer support. (**NOTE:** *We cannot confirm whether patients who took part in the 2019 Adult Inpatient Survey are similar to the patients who completed the VIP survey*).

### **Volunteers contribute to improving patient wellbeing**

The 'Home but not alone' volunteers help patients to feel more supported. Patients who used the 'Home but not alone' service felt safer, more reassured and more supported when at home compared to at the time of discharge. Only 12% of respondents felt safe at the time of discharge compared to 57% when at home. There was also an increase in patients feeling reassured at discharge (28%) compared to when at home (38%). Finally, only 20% of patients felt supported at the time of discharge compared to 33% of patients who felt supported when at home. These results could have been due to the support provided by the 'Home but not alone' volunteers. These improvements suggest that volunteers may potentially help to improve patient wellbeing during discharge and when resettling back into the community.

### **3) Do volunteers contribute to improving staff wellbeing and morale?**

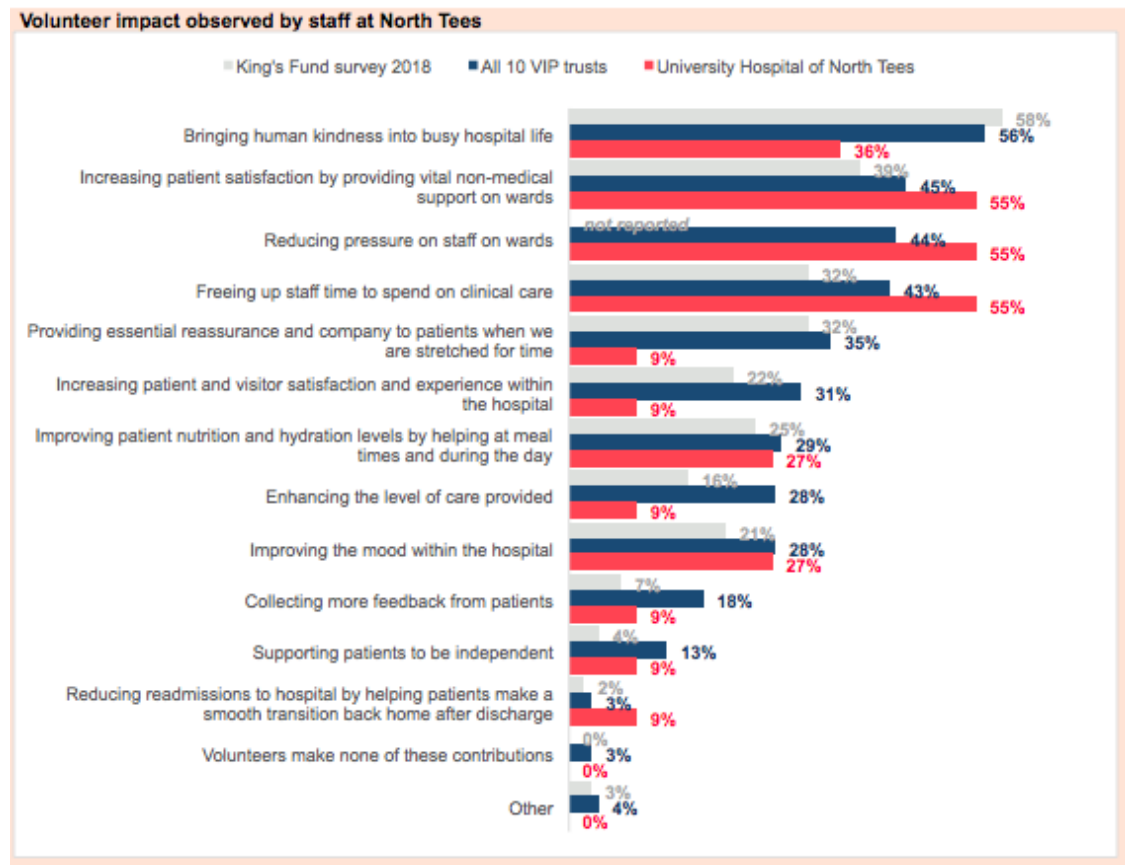
Analysis of the VIP Staff Survey suggested the following key findings (**NOTE:** *results should be interpreted with caution given the small sample size*):

### **Volunteer contribute to improving staff wellbeing**

Almost all staff (90%) agreed that when the wards are busy or short-handed, the volunteer support helped them to feel less stressed. This suggests that volunteer support can help to improve staff wellbeing by taking pressure off staff during busy periods.

Further, when staff were asked about contributions of volunteers, 'reducing pressure on staff on wards' came first of all impacts (tied with 'freeing up staff time to spend on clinical care' and 'increasing patient satisfaction by providing non-medical support on ward'. See Graph 1).

Graph 1: Staff scores from North Tees on volunteer impacts on the hospital (compared to the overall VIP Staff Survey and King's Fund Survey (2018))



## Volunteers contribute to improving staff morale

When the staff who completed the VIP staff survey were asked if they would recommend their organisation as a place to work, nearly all staff surveyed agreed (91% agree/strongly agree). This is an increase of 26% when compared to the same question in the 2019 NHS Staff Survey (65%; based on data from the nine trusts that are also involved in the programme who responded to this question; unweighted). This result suggests that volunteer support can potentially improve staff perception of their workplace as a whole. **(NOTE: We cannot be certain that this is a direct result of implementing the 'Home but not alone' volunteer service).**

### 4) Does volunteering impact on volunteers' wellbeing?

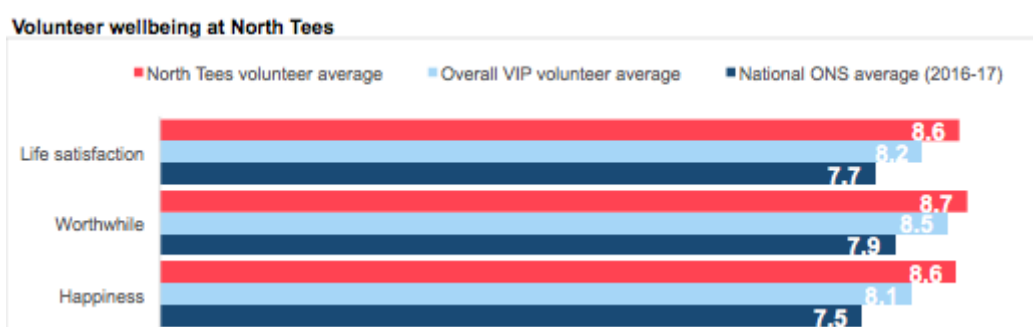
Results from the VIP Volunteer Survey for this trust revealed the following key findings:

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### Volunteering positively impacts volunteer wellbeing

Volunteers at North Tees scored higher on life satisfaction, happiness and feeling that life is worthwhile when compared to scores from the National ONS average (2016-17) and the Overall VIP volunteer average. Graph 2 below presents the comparison on scores on life satisfaction, life feeling worthwhile and happiness for North Tees, across all VIP volunteers and the National ONS average (2016-17). These positive results could have occurred due to their volunteering role. As well, all volunteers (100%) felt that volunteering gives them a sense of purpose. (**NOTE:** *We cannot be certain that these results occurred due to volunteers taking up their volunteer role*).

Graph 2 :Comparison of scores on life satisfaction, worthwhile & happiness



### D. Conclusions

In summary, the Insight and Impact work conducted at North Tees adds to existing work that demonstrates the value of volunteering in health and care. Volunteers at North Tees are able to make a positive contribution to the patient experience in hospital by providing much needed support at hospital and at home. This support not only impacts patients' experience and wellbeing but also is a positive for staff wellbeing and morale. Based on the staff survey results, all staff surveyed were satisfied or very satisfied with the support provided by the 'Home but not alone' volunteers. Indeed, there was a tangible difference to the ward environment where volunteers befriended patients who were getting ready for discharge. Where staff made an effort to embed volunteers on wards, the volunteers very much became part of the ward environment.

### Acknowledgements

Helpforce would like to acknowledge the hard work and dedication of the volunteers and voluntary services team in running this project and providing details on the insight and impact.

## References

1. Adult Inpatient Survey 2019 - <https://www.cqc.org.uk/publications/surveys/adult-inpatient-survey-2019>
2. NHS Staff Survey 2019 - <https://www.nhsstaffsurveys.com/Page/1085/Latest-Results/NHS-Staff-Survey-Results/>
3. National ONS (2016-2017) - <https://www.ons.gov.uk/economy/nationalaccounts/satelliteaccounts/articles/changesinthevalueanddivisionofunpaidcareworkintheuk/2015>



## **E. Appendices**

### **Appendix A - Patient Discharge Survey**

## **Patient discharge survey – North Tees**

### **Patient Information sheet**

Your thoughts and feedback is very important to us. 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 and your discharge back home.

#### **Who is organising this research?**

This research 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

Ward

Unique identifier

## Part 1: At the point of discharge - in hospital

Staff or volunteer to ask patient - to be embedded in existing discharge lounge survey

Please ask the patient how they are feeling about going home; ask them to **circle three words** which best describe their emotions about going home. Also please capture any quotes / comments they make about going home.

Discharge from Hospital	Comments
Happy	
Supported	
Safe	
Ignored	
Reassured	
Un-informed	
Frightened	
Comfortable	
Worried	
Lonely	
Well informed	
Uncertain	

## Unique identifier

### Part 2:

**At home - following volunteer support - a few hours after discharge (same day)**

[Staff or volunteer to complete]

#### 1. Age of patient

Under 60 years	65 to 74 years	75 to 84 years	85 to 89 years	90 years and over
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#### 2. Gender:

Male	Female	Prefer not to say	Other
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#### 3. Length of stay in hospital:

Less than a week - 6 days	Between 7 to 14 days	Between 15 to 30 days	Over a month or more
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#### Staff or volunteer to ask patient

##### 1. What time did you leave hospital?

- a) Before lunchtime - 14:00
- b) After 14:00 but before 18:00
- c) After 18:00

2. Please ask the patient how they now feel about being at home; ask them to **circle three words** which best describe their emotions about being at home. Also please capture any quotes / comments they make about going home.

At home	Comments
Happy	
Supported	
Safe	
Ignored	
Reassured	
Un-informed	
Frightened	
Comfortable	
Worried	
Lonely	
Well informed	
Uncertain	

3. Length of stay in hospital - please circle answer

Less than a week	Between 7 - 14 days	Between 15 - 30 days	Over a month
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4. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital? (source: NHS Inpatient Survey)

- Yes
- No

- Not applicable, I didn't need any further information

5. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? (source: NHS Inpatient Survey)

Yes	No	Don't know / can't remember
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6. Thinking about your hospital stay ... How likely are you to recommend this service (e.g. **your hospital**) 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"/>

### Part 3: Unique Identifier

**At the point of discharge from the 'Home but not alone' service (30 days)**

1. What support did you get from the service?

Support	Yes/No
Transport home with a volunteer	
Food hamper	
Clothes supplied	
Meds delivered to your home	
Visits from a volunteer during the 30 days	
Telephone calls from a volunteer	
Taken to out patients appointments	
Taken up a community offer	

Anything else	
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2. Please ask the patient how they are feeling now; ask them ( or yourself if over the telephone), to **circle three words** which best describe their emotions. Also please capture any quotes / comments they make about going home and the support they have received.

At home after 30 days	Comments
Happy	
Supported	
Safe	
Ignored	
Reassured	
Un-informed	
Frightened	
Comfortable	
Worried	
Lonely	
Well informed	
Uncertain	

2. Can we ask you about your thoughts on these questions related to your recent hospital stay:

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i. When I left the hospital, I had all the information I needed to be able to take care of myself	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/ Don't Remember/ Not Applicable
ii. When I left the hospital, I had all the information I needed to be able to take care of myself	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/ Don't Remember/ Not Applicable

(source: Care Transitions Survey)

3. Do you have any feedback or comments on the 'Home but not alone' service? Probe - what is good about the service, and what can we improve on.

Please thank the patient for answering the questions.

## **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
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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 <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	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 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](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.**

## 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.

	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	1	2	3	4	5	6	7	8	9	10	N/A

working for the NHS

## 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

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: ☐ Male ☐ Female ☐ Prefer not to say
- b. Orientation ☐ Hetersexual/s traight ☐ 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

**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.