

help*force*

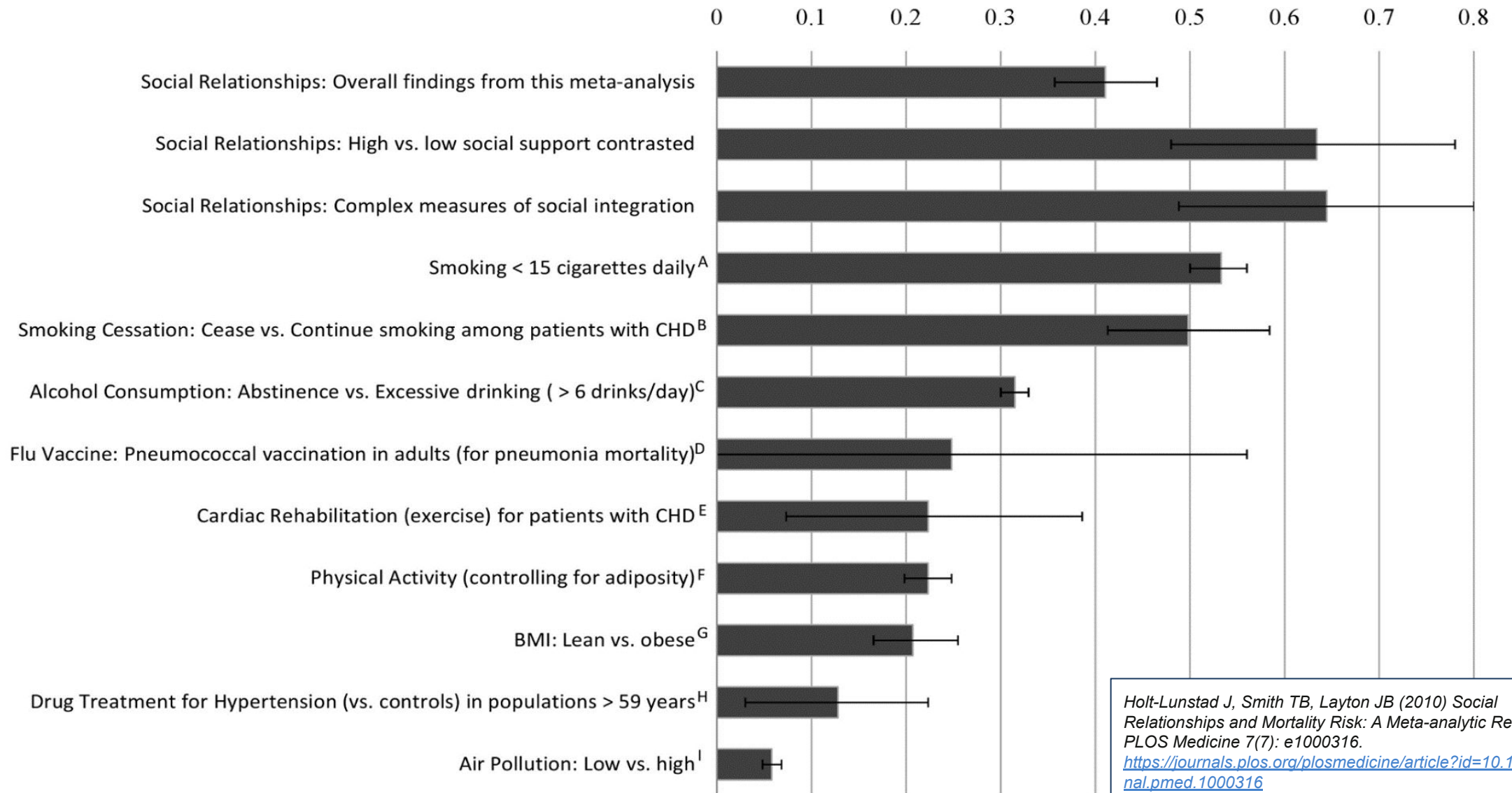
# Working with the Golborne GP surgeries



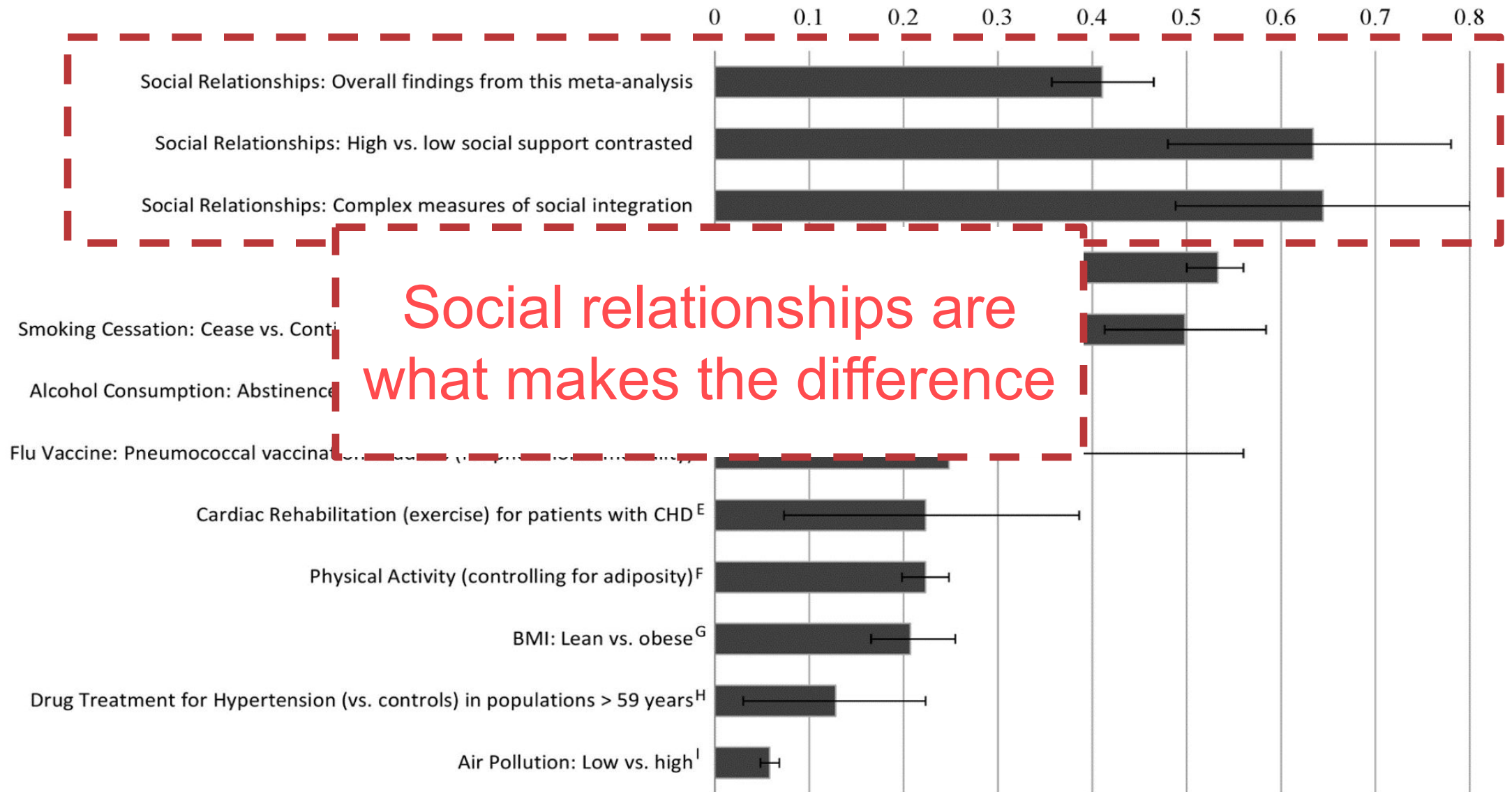
# Agenda

- Introduction from Dr Yasmin Razak
- Introductions from everyone
- Helpforce background
- The Helpforce Companions (HFC) project
- Group work
- Feedback and next steps

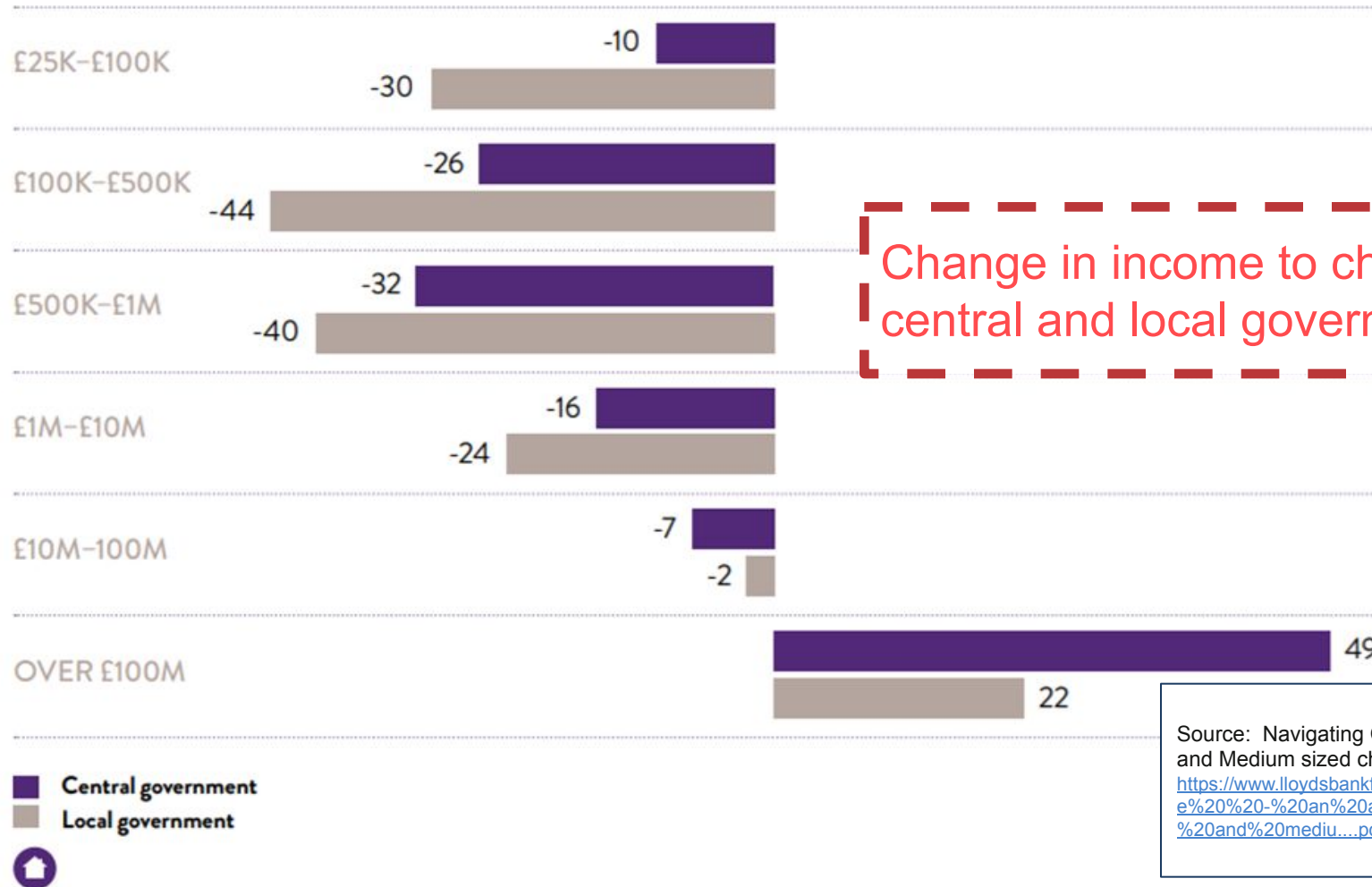
# What increases your chance of a long life?



Holt-Lunstad J, Smith TB, Layton JB (2010) Social Relationships and Mortality Risk: A Meta-analytic Review. *PLOS Medicine* 7(7): e1000316. <https://journals.plos.org/plosmedicine/article?id=10.1371/journal.pmed.1000316>



# But small charities really suffering



Change in income to charities from central and local government

Source: Navigating Change An Analysis of financial trends for small and Medium sized charities - Lloyds Bank Foundation / NCVO  
<https://www.lloydsbankfoundation.org.uk/assets/uploads/Navigating%20change%20-%20an%20analysis%20of%20financial%20trends%20for%20small%20and%20mediu....pdf>

# Helpforce background

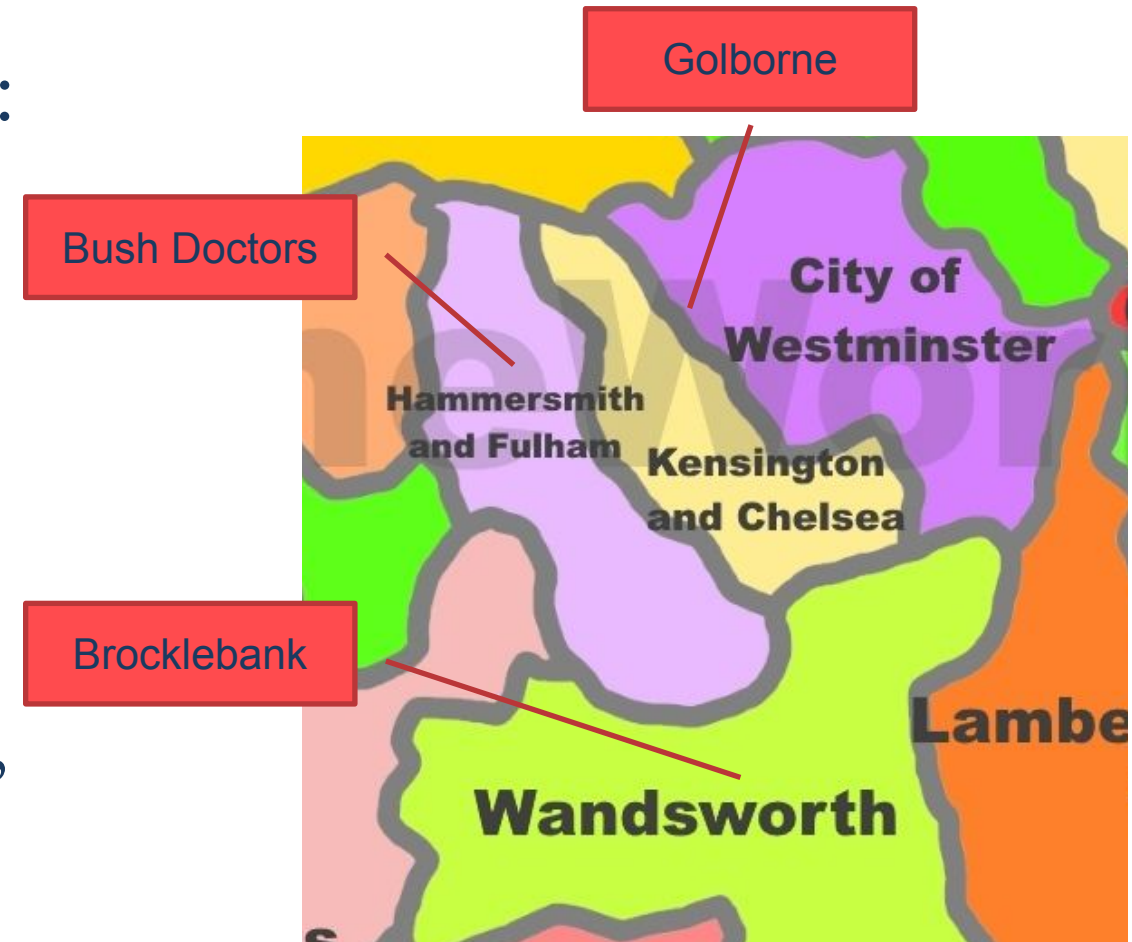
- Sir Thomas Hughes-Hallett established Helpforce three short years ago, it is a small charity making a big difference to the lives of many patients in the NHS.
- Helpforce is empowering volunteer managers to improve their volunteer services, with over 300 members connecting on their Network.
- In partnership with Health Education England Helpforce are developing the first national training standards for volunteers and volunteer managers.
- Helpforce are measuring the impact volunteers have on staff and patients to show NHS leaders the benefits of volunteering
- Helpforce are working with 12 NHS Trusts
- Helpforce are working with the Burdett Trust to develop volunteering initiatives that support nursing staff, and can be shared across the NHS by nursing leaders.
- They run the only national awards for volunteers in health, the Helpforce Champions



# Helpforce Companions at Golborne

Part of pilot project to test hypothesis:

“The Helpforce Way, applied in a primary care setting, can support the development of attractive volunteering roles that deliver significant, measurable benefits to local GP practices and their patients.”



# Some priorities identified by the practices

- Reduce non attenders - DNAs
- Accompanied transport to appointments
- Address frequent attenders who need non-clinical follow-up support that would benefit their health and well-being
- Accelerate referrals to other support services,
- Work alongside existing provision e.g. My Care My Way and Link Workers
- Help achieve key targets (e.g. immunisation, Health checks and screenings)

# Who have we spoken to:



Al-Hasaniya



volunteer centre  
kensington & chelsea



# Key issues affecting the community

- Housing
- Mental health
- Loneliness and isolation
- Immigration / visa issues
- Language and cultural difficulties

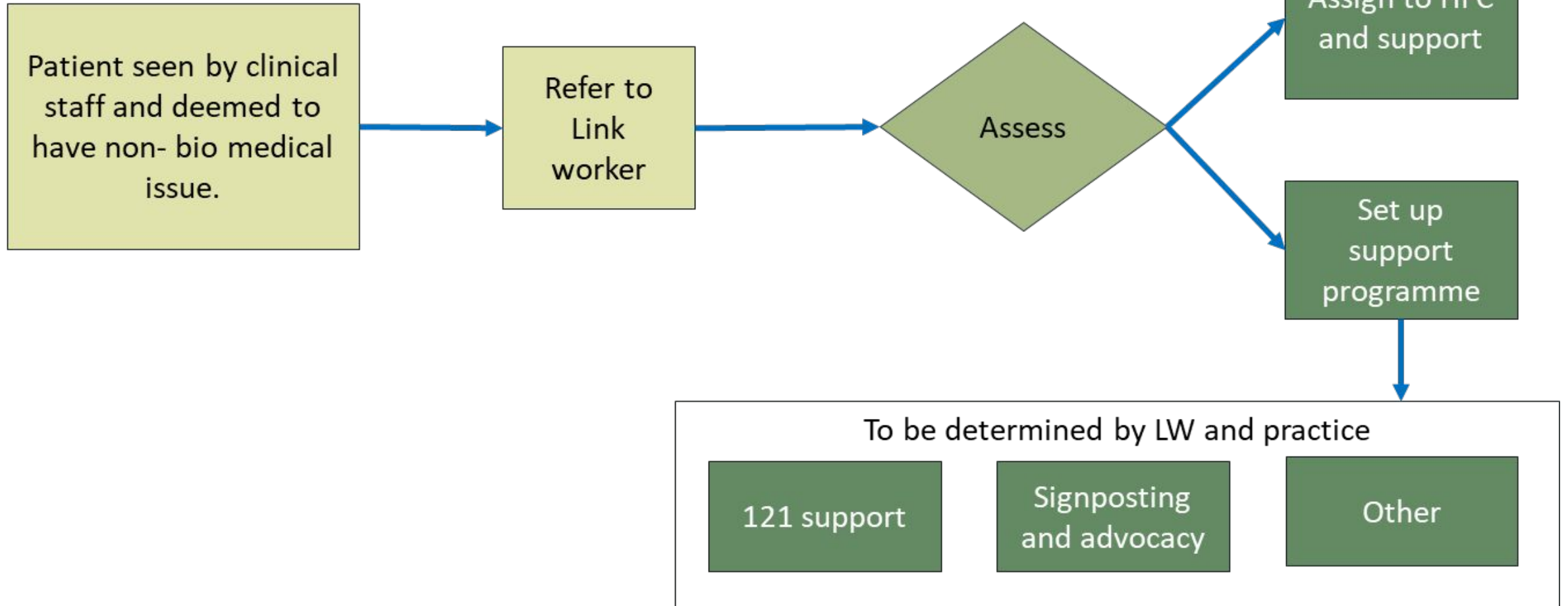
# Working with the Link Workers, MCMW and Age UK

- Helpforce Companions will be an additional resource for patients to be referred to for support
- We intend to start very small and build over the 12-month pilot - maybe just 3-4 volunteers to start with.
- Hoping to develop the offer alongside the LWs
- Track the progress we are making and the challenges both across the three pilots and locally at the Golbornes
- Refine and expand and evaluate

# What will the Helpforce Companions be doing?

- Likely initially to be very simple such as:
  - Accompany to visits or community services
  - Collect prescriptions
  - Personal reminder about appointments
  - Befriending / buddying up / companionship
  - Alert to different events
- Critically ideas that the HFCs themselves come up with

# Possible process



# How will the volunteers be recruited?

- From the organisation's existing pool of volunteers
- From Helpforce's own database
- From partner organisations e.g. Kensington and Chelsea Volunteer centre
- From campaigns we could run



# Group work (break into groups)

- What would be suitable role for volunteers?
- What do you see as the key challenges and risks to getting this set up and being successful?
- In what ways can you or your organisation support what we are trying to achieve?
  - e.g. providing volunteers, taking referrals, promoting the service etc.

# Next steps

- Finalise how the referral process will work
- Agree how Helpforce Companions will work with My Care My Way and Link workers
- Ensure data from the practice supports emerging plans
- Recruit > Train > Implement > Evaluate

# help*force*

## Thank you

[help@helpforce.community](mailto:help@helpforce.community)  
[www.helpforce.community](http://www.helpforce.community)