**Liverpool University Hospitals - End of Life volunteer service**

**Staff Survey**

**Liverpool staff survey**

**Short Staff Survey - Please tell us about your experience of working with volunteers? (max. 2 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 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 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 / Physiotherapist / Healthcare assistant / Doctor / Midwife / 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) 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, the volunteers’ support helps me feel less stressed. |  |  |  |  |  |  |
| Volunteers are seen as a key part of the ward team |  |  |  |  |  |  |

**5)** Satisfaction with volunteers

Please rate your overall satisfaction with the volunteer support you have received. Please circle one number from the scale below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Not at all satisfied | Slightly satisfied | Unsure | Somewhat satisfied | Very satisfied |
| 1 | 2 | 3 | 4 | 5 |

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

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7) 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] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8) 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] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9) Do the following statements apply to you and your job? (from NHS annual staff survey)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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 |  |  |  |  |  |
| I feel that my role makes a difference to patients / service users |  |  |  |  |  |
| I am able to deliver the care I aspire to |  |  |  |  |  |
| 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 Volunteer Survey**

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

**Volunteer participation information sheet**

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

**What is the purpose of this survey?**

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

**Who is organising this research?**

This 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.**

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| --- |
| **YOUR VOLUNTEERING EXPERIENCE** |

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| --- | --- |
| **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): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **2. Approximately how many hours do you currently spend volunteering in the hospital or for the hospital in an average month?** |
| \_\_\_\_\_\_\_\_\_\_ hours |

|  |
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| **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): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| --- | --- | --- |
| **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 |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 |

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| **7. How interested are you taking up a career in health and care/NHS? (Please circle)** |
| 1. I have recently taken steps to take up a career in health and care (e.g. job search, job applications, discussions with key professionals) |
| 1. 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 |
| 1. I have not taken steps and have no intentions to do so in the near future |
| 1. Not applicable |

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| **8. To what extent did your volunteering in this hospital motivate you towards a career in health and care/NHS? (Please circle)** |
| 1. I am not considering a career in health and care |
| 1. To some extent although my main motivation came from elsewhere |
| 1. My volunteering was the main motivator towards a career in health and care |
| 1. Not applicable |

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| **BACKGROUND INFORMATION** |

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

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| --- | --- | --- | --- | --- | --- | --- |
| **7. About you** | | | | | | |
| a. Sex: | □ Male | □ Female | □ Prefer not to say | |  | |
| b. Orientation | □Hetersexual/straight | □Gay/lesbian | □ Bisexual | □ Other | □ Prefer not to say | |
| c. Age: | □ 16-20 | □ 21-30 | □ 31-40 | □ 41-50 | □ 51-60 | □ 61-74 |
|  | □75-84 | □85 and over |  |  |  |  |
|  |  |  |  |  |  |  |
| d. Status: | □ Employed | □ Unemployed | □ Student | | □ Retired | |
|  | □ Other |  |  | |  | |

|  |  |  |  |
| --- | --- | --- | --- |
| **8. What is your ethnic background?** | | |  |
| **White** | **Asian/Asian British** | **Chinese and other ethnic background** |  |
| □ British | □ Indian |  |
| □ Irish | □ Pakistani | □ Chinese |  |
| □ Any other White background | □ Bangladeshi | □ Any other ethnic background  *(please specify)* |  |
| **Mixed** | □ Any other Asian background |  |
| □ White and Black Caribbean | **Black/Black British** |  |  |
| □ White and Black African | □ Caribbean |  |  |
| □ White and Asian | □ African |  |  |
| □ Any other mixed background | □ Any other Black background |  |  |

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| --- | --- | --- |
| **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.**