



ULHT 'Busy Bees'

NHSEI Voluntary Services Fund Winter 2022

February Support Session



About ULHT



Lincoln County Hospital

This district general hospital serves the city of Lincoln and the North Lincolnshire area. It provides all major specialties and a 24-hour major accident and emergency service.



Grantham and District Hospital

Grantham and District Hospital serves the communities of Grantham and the local area. It provides ambulatory paediatric and accident and emergency services.



Pilgrim Hospital Boston

Pilgrim Hospital, Boston serves the communities of South and South East Lincolnshire. It provides all major specialties and a 24-hour major accident and emergency service.



County Hospital Louth

County Hospital Louth serves the communities of Louth and the local area. It provides a number of services including an outpatient department, diagnostic and surgical procedures and well as an inpatient surgical ward.

- One of the biggest acute hospital trusts in England, with a population of over 720,000.
- Our departments are spread across the whole county of Lincolnshire, covering a geographical area of more than 2,300 square miles
- 8,800 staff
- Turnover of more than £400m each year.
- Provide services to over 650,000 people a year.



Voluntary Services; meet the team



**Jennie
Head of PX**



**Hilary
Coordinator
Lincoln**



**Andy
Manager**



**Marion
Coordinator
Boston &
Grantham**



**Nigel
Training lead
(Volunteer)**



**Martyn
PX Data
Analyst**



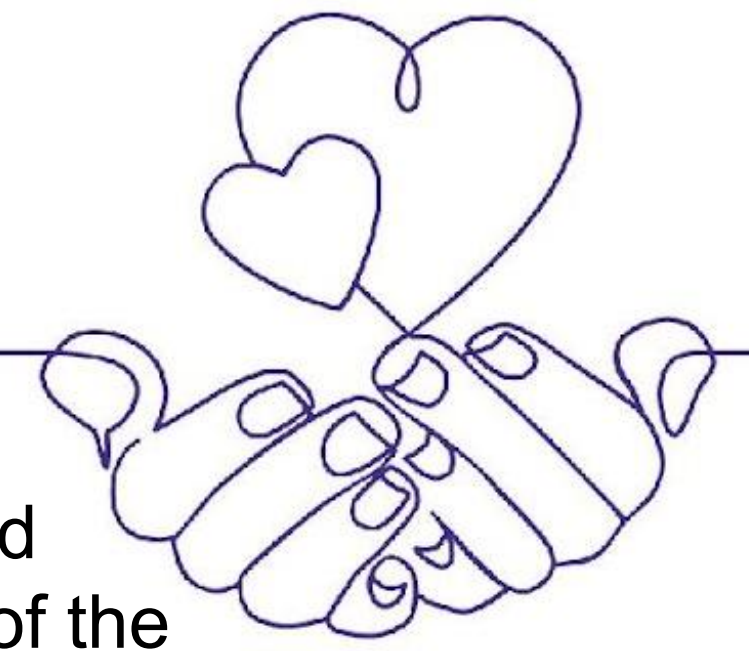
**Scott
Volunteer Supervisor
Pilgrim Hospital,
Boston
Started 10th Jan**



**Alexandria
Volunteer Supervisor
Lincoln County
Hospital
Started 31st Jan**



Activity during COVID



- **Pre-COVID:** 270 active volunteers recording around 4000 hours per month.
- **May 21:** 187 were still registered with us as many have taken the difficult decision to step down permanently from volunteering.
- **Summer 21:** recruitment campaign – 56 applications.
- **Sept 21:** 108 volunteers are now active at the Trust and recorded 2458 hours. 83 volunteers are still opting to stay paused.

Over 100 existing and new furloughed volunteers worked during the height of the pandemic. All our COVID volunteers received a lapel badge and certificate from the Chief Executive thanking them.



Pandemic lessons learned



- Use of technology for online DBS clearances, and more online core training worked well and now adopted permanently.
- Virtual interviews worked well and reduced delays in scheduling so will be retained in some cases.
- Recruitment process much more straightforward with only one reference now required rather than two.
- Voluntary Services team (in agreement with placement supervisors), now organise the placement of volunteers directly into their roles, minimising delays waiting for the supervisor to be available.
- Pre COVID recruitment to start date was around 8 weeks before COVID; now as little as 2 weeks.



Database



During the pandemic Andy worked with our in house IT team to build a bespoke database that went live in June 2021.

Can track all activity, volunteer status, recruitment progress and enable reporting. A dashboard is also in development.

Volunteers - Volunteers Adminis

https://webappprd-l2/Applications/VolunteersAdministrationSystem/Volunteers.aspx

ULH Links Report a COVID-19... Advanced MyWork... Login - Volunteers... Covid-19 relevant d... Google Home - BBC News Home - United Linc... Other favourites

Volunteers Administration System

View Volunteers View Inactive Volunteers View Next of Kin Add Volunteer

Search for a volunteer
To view a volunteer's personal page, select the volunteer by clicking [Select](#).

Add Volunteer Export to CSV Filter Builder... Clear Filter

Choose Volunteer	Volunteer ID	Title	Forename	Surname	Date Of Birth	Pe
Select >	407	Mrs	Reham	Abdeldaiem	25-Jan-1988	
Select >	406	Ms	Yemi	Akinfolarin	13-Jun-1993	
Select >	515	Mrs	Shirin	Akter	01-Jan-2005	
Select >	489	Ms	Hafssa	Alaoui	14-Nov-2004	
Select >	482	Mr	Varkey	Alexander	16-Dec-1976	
Select >	84	Mrs	Anne	Allan	05-Mar-1952	
Select >	85	Mrs	Lenna	Allen	03-Jun-1952	

Placements - Volunteers Adminis

https://webappprd-l2/Applications/VolunteersAdministrationSystem/Placements.aspx

ULH Links Report a COVID-19... Advanced MyWork... Login - Volunteers... Covid-19 relevant d... Google Home - BBC News Home - United Linc... Other favourites

Volunteers Administration System

Dashboard Volunteers Placements Timesheets Training Feedback Admin

Active Placements (95) Available Time Slots (447) Manage Placement

Available Placement Time Slots
View all available placement time slots

Export to CSV

Action	Day Of Week	Time Of Day	Role Description	Type	Hospital Site	Ward / Department	Division	Business Unit
A&E Fracture Clinic - RD0007 - Clinic Volunteer								
Manage Placement >	Tuesday	AM	RD0007 - Clinic Volunteer	OPD/Clinic	Grantham & District Hospital	A&E Fracture Clinic	Surgery	Urology, T&O and ...
Manage Placement >	Tuesday	PM	RD0007 - Clinic Volunteer	OPD/Clinic	Grantham & District Hospital	A&E Fracture Clinic	Surgery	Urology, T&O and ...
Manage Placement >	Wednesday	AM	RD0007 - Clinic Volunteer	OPD/Clinic	Grantham & District Hospital	A&E Fracture Clinic	Surgery	Urology, T&O and ...
Manage Placement >	Wednesday	PM	RD0007 - Clinic Volunteer	OPD/Clinic	Grantham & District Hospital	A&E Fracture Clinic	Surgery	Urology, T&O and ...
Manage Placement >	Thursday	AM	RD0007 - Clinic Volunteer	OPD/Clinic	Grantham & District Hospital	A&E Fracture Clinic	Surgery	Urology, T&O and ...
Manage Placement >	Thursday	PM	RD0007 - Clinic Volunteer	OPD/Clinic	Grantham & District Hospital	A&E Fracture Clinic	Surgery	Urology, T&O and ...
Manage Placement >	Friday	AM	RD0007 - Clinic Volunteer	OPD/Clinic	Grantham & District Hospital	A&E Fracture Clinic	Surgery	Urology, T&O and ...
Manage Placement >	Friday	PM	RD0007 - Clinic Volunteer	OPD/Clinic	Grantham & District Hospital	A&E Fracture Clinic	Surgery	Urology, T&O and ...



Opportunities



From the dashboard we can see where our challenges, gaps and opportunities are:

- 1. Allowing for a number of volunteers remaining paused for personal or health reasons we could bring a further 63 volunteers back into role by supporting existing supervisors or considering alternative placements.
- 2. We could bring 22 more placements into action through focused recruitment and supporting new supervisors.
- 3. By increasing recruitment, placements and activity we could achieve a 50% increase in shift coverage.

Current volunteers

Lincoln				Pilgrim				Total			
	Active	45	42%		Active	24	42%		Active	69	42%
	Paused	63	58%		Paused	33	58%		Paused	96	58%
	Total	108			Total	57			Total	165	

Volunteer placement areas

Lincoln				Pilgrim				Total			
	Active	29	23%		Active	15	15%		Active	44	19%
	inactive	99	77%		inactive	87	85%		inactive	186	81%
	Total	128			Total	102			Total	230	

So we started thinking...

How can we grasp these opportunities?



Busy Bees – the idea



Our key issue is placement level supervisor capacity due to staff vacancies and shortages, operational pressures, reluctance to take on supervisory role and inability to therefore support new volunteers.

Solution: using the NHSEI funding recruit ‘our own’ volunteer supervisors, that sit within our Voluntary Services team who have their own ‘hive’ of response volunteers able to be deployed where needed most.

Project aims:

- Recruit x 2 WTE Volunteer Supervisors
- Recruit 25 Busy Bee volunteers per site, seek out and support new placements and support paused volunteers to return to an active role.
- Develop the Response Volunteer model (Busy Bees) that could potentially become substantive if successful.
- Increase the number and diversity of volunteer placements with a focused recruitment drive within Eastern European and BAME communities.

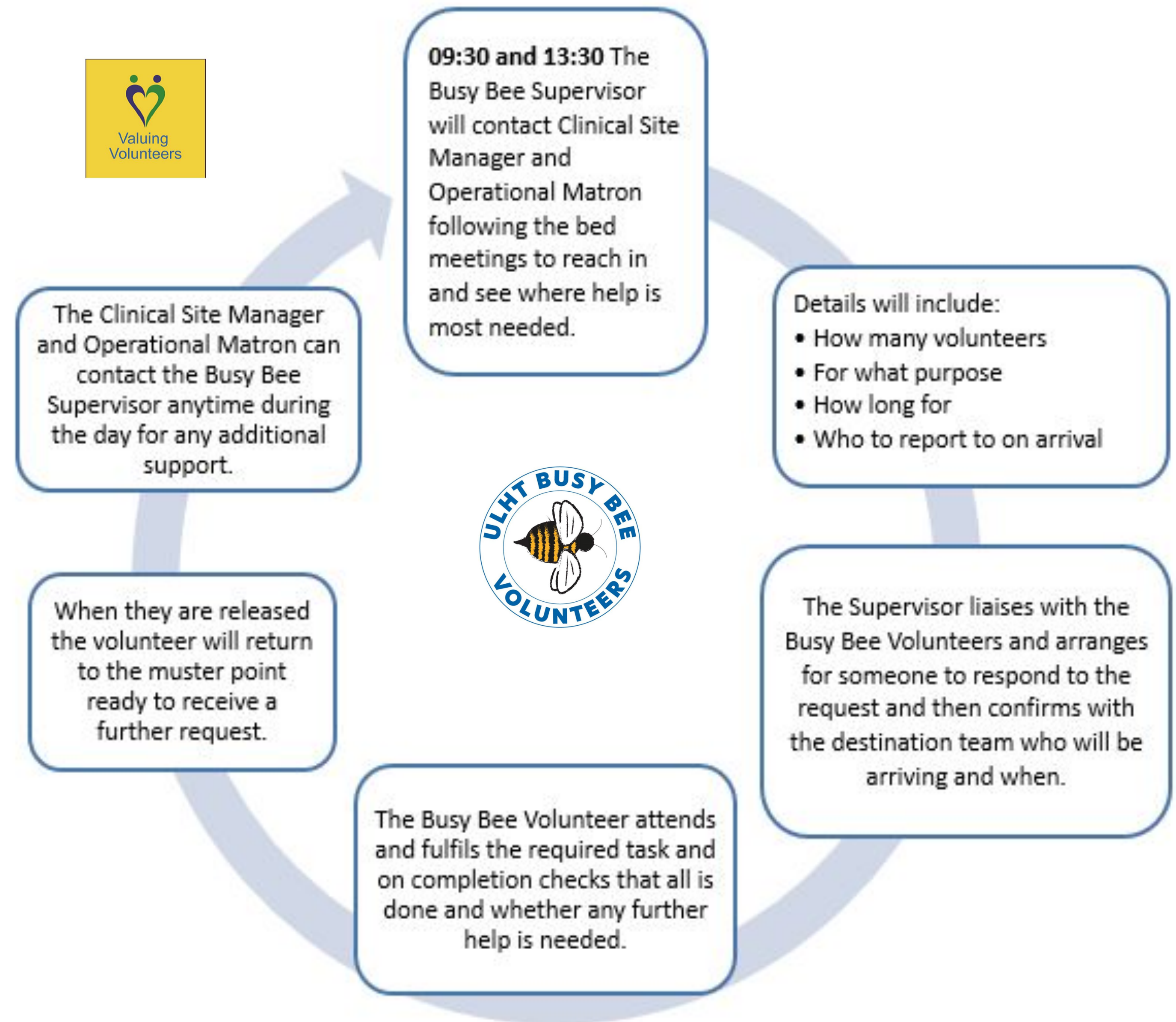


Busy Bees - model

- Supervisor touches bases with ops teams to see where greatest need is unless already alerted.
- Busy Bees 'muster' and are deployed to where needed.
- As and when that need is fulfilled they return to muster and receive a new task.

Response volunteer roles:

- Emergency Departments & Admissions units
- Discharge lounge and ward discharge support
- Patient buddy & mealtime support
- Family Liaison



Busy Bees - logistics



The original plan was for Scott and Alexandria to make contact with ops centres to find out which areas need assistance, though the reality is that they are being contacted beforehand as they have bleeps and portable phones and are visible and available.

‘Corridor’ requests are now a thing!

Additional elements:

- Reaching in to existing volunteers & supervisors, checking how they are & if any help or support needed.
- Reaching in to areas who do not have volunteers to explore opportunities.
- With Andy, Hilary & Marion reaching out to paused volunteers to help them return.



Busy Bees – measuring impact



Our database enables detailed tracking of all our volunteer activity.

Live tracker developed to log all Busy Bees activity, held by Scott & Alexandria.

Date and time of request	Location Requesting Busy Bees	Contact name	Contact number	Type of support needed	Estimated Support Duration (Hours)	Volunteer Sent	Date and Time Sent	Date and Time Back	Request status
03/02/2022 09:00	Main Entrance	Joseph Pearson	445278	help visiting/ meet&greet	4 Hours	Chris Capes	03/02/2022 14:30	03/02/2022 16:20	Completed
03/02/2022 14:00	porters lodge	micheal barlow	445277	support moving boxes	1 Hour	Chris Capes	03/02/2022 14:00	03/02/2022 14:30	Completed
03/02/2022 14:00	Ward ACU	Chelsea Tomlin	stopped on ward	support at meal times	4 Hours				
04/02/2022 09:00	porters lodge	Calan Cooke	445277	support	4 Hours	Chris Capes	04/02/2022 09:00	04/02/2022 14:00	Completed
04/02/2022 09:00	Stroke Unit	Lyndsey Teft	via teams	support	8 Hours	Alan Brown	04/02/2022 09:00	04/02/2022 12:00	Completed
08/02/2022 11:00	Ward ACU	Chelsea Tomlin	via email	support at meal times	4 Hours	Irene Rixson	08/02/2022 13:00	08/02/2022 15:00	Fulfilled
08/02/2022 09:00	ED Department	jamie hodgkins	ops centre	support	8 Hours	Nigel Peart	08/02/2022 12:30	08/02/2022 16:30	Fulfilled
08/02/2022 00:09	IAC	jamie hodgkins	ops centre	support	8 Hours				
08/02/2022 11:00	Pre assesment office	Helen Moore	pre assement	photocopying	2 Hours	Zoie Wilkinson	09/02/2022 10:00	09/02/2022 11:00	Completed
09/02/2022 09:00	porters lodge	kim flethcer-smith	445277	support	4 Hours	Paul Smith	09/02/2022 09:00	09/02/2022 12:30	Completed
09/02/2022 11:00	Ward ACU	Chelsea Tomlin		support at meal times	2 Hours	Zoie Wilkinson	09/02/2022 11:00	09/02/2022 13:00	Completed

We are also introducing a real time survey for patients and services receiving Busy Bee assistance and Busy Bee's own experience. Managed via iPads Martyn will receive the responses and provide reports.



Aims & achievements so far



We set ourselves some ambitious targets!

- 50% increase in number of volunteering placement opportunities.
- 80% increase in returned volunteers.
- 50% increase in volunteer shifts from.
- 25 new volunteers recruited on each site.
- Responder hours rising during the project:

- Month 1: 8 hours / day; 40 hours / week
- Month 2: 16 hours / day; 80 hours / week
- Month 3: 24 hours / day; 120 hours / week



- 7 Busy Bees recruited & 10 further applications in progress
- 17hours, 55 minutes of Busy Bee volunteer time given so far.
- Promotional day held in Boston Market and at a local church in Boston

Promotional work



- Communications officer member of our steering group.
- Posters, social media, videos on the website.
- Trust Board story; executive sponsorship.
- We already have uniforms so decided to have arm bands for our Busy Bees, these are 'snap' bands so can fit over any size arm and over polo shirts or fleeces.

NHS
United Lincolnshire Hospitals
NHS Trust

Join our team of Busy Bees volunteers

We are looking for caring, confident, resilient and dependable people to join our Busy Bees team.

As a Busy Bee responder you would be placed in a department dependent on the priorities and needs of the hospital on that day.

For further information, please email or call us on:
voluntary.services@ulh.nhs.uk
Telephone:
(01522) 597838 – Lincoln
(01205) 446873 – Pilgrim

OUTSTANDING CARE
personally DELIVERED

A circular logo with a blue border. Inside, there is a yellow and black striped bee. The text "ULHT BUSY BEE" is written in a blue arc above the bee, and "VOLUNTEERS" is written in a blue arc below the bee.

NHS United Lincs @ULHT_News · Feb 9

Peter Ford, a ward volunteer at Pilgrim Hospital Boston, talks about his experience volunteering on the discharge unit 🐝

A YouTube video thumbnail showing a man in a white shirt and blue tie, identified as Peter Ford, a Pilgrim volunteer. The text "Peter Ford Pilgrim volunteer" is overlaid on the image.

youtube.com
Ward volunteer, Peter Ford | United Lincolnshire H...
Ward volunteer Peter Ford talks about his experience volunteering on the discharge unit at ...

NHS United Lincs @ULHT_News · Jan 25

We are looking for physiotherapy volunteers to encourage and motivate patients to do their exercise programmes. This role would be based at Lincoln County Hospital on on the older person wards.

Find out more about volunteering with us, and apply today 🐝
bit.ly/32c8vSe

NHS United Lincs @ULHT_News · Jan 23

Looking to take on something new this year? Why not join our new busy bees team and support your local hospitals.

Find out more and apply today 🐝 bit.ly/3fIUa3i



Scott's first 2 weeks



- **Role Scoping**; exploring new responsibilities that may be undertaken by our Busy Bees and other volunteers.
- **Department In-Reach** to discuss our volunteer offer.
- **Recruitment**; promoting Busy Bees to existing volunteers and bringing them on board.
- **Training** to existing & new volunteers.
- **Supporting** existing and new volunteers, checking in & offering guidance and supervision as required.
- **Actively promoting** Volunteering and Busy Bees internally & externally.
- **Logistics** – all those little jobs that make the role work.



And finally...



Hear from one of our own

https://lincshealthandcare-my.sharepoint.com/:v:/g/personal/daisy_sadeh_ulh_nhs_uk/ER0xqnIufaRCpXMBBHoCT8sBRQdEX6eN1-wsYoh4XIsC3Q?e=IIVasv



Thank you, any questions?

