## FEEDBACK ON VOLUNTEER SERVICES





Thank you for taking part in this survey. The information below 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 of getting support from a discharge service volunteer.

### 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 and Health Improvement Scotland.

#### Do I have to take part?

Participation in this research 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 of recieving support from the volunteer discharge service. 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 research?

The data will be analysed and written up as a report. This report will be made available to the hospital and to Health Improvement Scotland. It may also be made available to the public through our websites or social media. 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 the Tayside volunteer services team.

Thank you again for taking part.

# 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.

On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

	1- Strongly disagree	2- Disagree	3- Neither agree or disagree	4- Agree	5- Strongly agree	l don't know
The volunteer cheered me up / improved my mood						
The volunteer helped me feel less anxious						
The volunteer helped me to feel less lonely / isolated						
The volunteer helped me to feel more informed about my care						

We are interested in the different volunteer support has had on your confidence in addressing your health concerns and in accessing further care or support. Please tell us how far you agree or disagree with the following statements. (Required)

On a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree.

	1 - Strongly disagree	2 - Disagree	3 - Neither agree or disagree	4 - Agree	5 - Strongly agree	I don't know
Volunteer support increased my confidence that my health concerns/issues were heard and addressed						
Volunteer support has increased my knowledge of where to access support in the community						
Volunteer support has increased my knowledge of where to access additional healthcare / support						
Volunteers support has increased my knowledge of where to access emergency support						

Extremely up	nlikely
Ounlikely	
Neither likel	y or unlikely
Clikely	
Extremely lil	cely
O I don't know	,
ews about th	t do you believe that the volunteer support that you received has altered you e hospital? (Required)
I now have a	much more negative views
I now have a	more negative views
The volunteer	support that I received has made no difference to my views
I now have m	ore positive views
I now have m	uch more positive views
I don't know	
nges that we	o ensure that our volunteer service continues to improve. Are there any e could make that you believe would have a positive impact on the quality hat we offer?
nere anythin eived?	ng else you would like to tell us about the volunteer support you have

How likely are you to recommend this service (e.g. this hospital) to your friends and family