

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 receiving 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.

How likely are you to recommend this service (e.g. this hospital) to your friends and family if they needed similar care or treatment? (Required)

<input type="radio"/> Extremely unlikely
<input type="radio"/> Unlikely
<input type="radio"/> Neither likely or unlikely
<input type="radio"/> Likely
<input type="radio"/> Extremely likely
<input type="radio"/> I don't know

To what extent do you believe that the volunteer support that you received has altered your views about the hospital? (Required)

<input type="radio"/> I now have a much more negative views
<input type="radio"/> I now have a more negative views
<input type="radio"/> The volunteer support that I received has made no difference to my views
<input type="radio"/> I now have more positive views
<input type="radio"/> I now have much more positive views
<input type="radio"/> I don't know

We would like to ensure that our volunteer service continues to improve. Are there any changes that we could make that you believe would have a positive impact on the quality of the service that we offer?

Is there anything else you would like to tell us about the volunteer support you have received?