

# Standard Operating Procedure for the Response Volunteer Service

Helpforce thanks the Head of voluntary Services at University of Coventry and Warwickshire NHS Trust for sharing this document with us. We hope it will help wider Network members understand the response volunteer model and support them in adapting it within their own organisations.

Summary:	The Response Volunteer Service is a team of volunteers trained to complete a selection of pre-identified activities across the University Hospital site to support improving patient flow.
Purpose:	This document outlines the process for the Response Volunteer Service. This includes how to request a Response Volunteer, how the Voluntary Services Department process requests for a Response Volunteer and how the Voluntary Services Department will measure the impact of the service.

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## **1.0 Introduction**

The Response Volunteer Service is a team of volunteers trained to complete a selection of pre-identified activities across the University Hospital site to support improving patient flow.

The Voluntary Services Department are working with Helpforce, an independent not for profit innovator, focused on co-creation of volunteering projects with NHS Trusts and systems, rapidly sharing insights and best practice. The NHS Long Term Plan includes a commitment to doubling the number of volunteers in the NHS with the provision of resources to “up-scale” the Helpforce Programme.

This procedure outlines the process for the Response Volunteer Service including:

- How staff can request a Response Volunteer
- How the Voluntary Services Department process the request for a Response Volunteer
- How the Response Volunteer logs their activity
- How the Voluntary Services Department processes the Response Volunteers activity to measure the impact of the service

## **2.0 Definitions**

SOP – Standard Operating Procedure

RV – Response Volunteer

HOVS – Head of Voluntary Services

VSD – Voluntary Services Department

TTO – To Take Out

## **3.0 Details of standard operating procedure**

All Response Volunteer Service is managed by the Voluntary Services Department and all information relating to the service is stored on the Voluntary Services shared drive.

### **3.1 How staff can request a Response Volunteer**

Staff can request a Response Volunteer by telephoning the Voluntary Services Department on ext xxxxx.

They will be asked the following information:

- Name
- Job Title
- Ward / Department

- ### 3.2 How the Voluntary Services Department process the request for a Response Volunteer

XXXXXX

### 3.3 How the Response Volunteer logs their activity

Response Volunteer Activity Log

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The below image provides an example and guidance for completing the Activity Log:

Response Volunteer Activity Log										
Volunteer Name:				Date:				Length of shift:		
<b>Time received request</b>	<b>Request via:</b> (phone, bleep, verbal)	<b>Requestor</b> (i.e. Nurse, IP, Pharmacy, VS Dept)	<b>Telephone number or Bleep</b>	<b>Type of support (TTO, IP order, Pathology delivery, patient move, other)</b>	<b>Ward / Dept</b>	<b>Patient Name / Number of samples/TTOs</b>	<b>Arrival time</b>	<b>Time completed task</b>	<b>Task Status</b> ✓✗	<b>Volunteer notes</b> (please use this space to make notes or to help you prioritise tasks as advised by the requestor)
11:15	Bleep	Kristine	25147 / 6057	TTO	Ward 10	John Smith / 8 blood samples	11:25	11:35	✓	Short wait for nurse to sign to confirm receipt of medication
This is the time that you receive the request. or If you are completing a routine task i.e. EGU collection, please enter the time that you start this task. i.e. the time to set off to collect the samples.	If verbal, please remember to tell us in the next column who has given you the task. If you are completing a routine task you can just write in here routine task.	This is the name of the person that has given you the task. If you do not know their name, please ask for their job title.	Please use this space to write down the ext. number of the person that has bleeped you. If you are completing a routine task this section can be left blank.	Please tell us what type of support you are offering. This could be: • TTO • IP order • Patient move • Pathology collection • EGU collection • Standby task (Emergency Department refreshments, patient surveys)	Use this space to record which ward / dept you are completing the task for.	Use this space to record the patients name or the number of TTO's, pathology samples you have collected.	Use this space to tell us the time that you arrived at the ward / department to start the task e.g. for a patient move – please write the time that you arrived at the ward to collect the patient. For a TTO, please record the time you arrived at pharmacy to collect the TTO's	Use this space to tell the time that you completed the task. E.g. for a patient move – please write the time that you arrived at the final destination i.e. Discharge Lounge. For a TTO, please record the time you handed the TTO over to the ward.	Use this space to tell us if you completed the task or not by using either a ✓ or a ✗	Please use this space to make notes to inform us if you have had any difficulties or need to explain more about the task

The Response Volunteer will log the outcome of the task including recording the time they received the request, arrived at the department to begin the task and the time they completed the task along with the outcome of the task and any notes relating to the task.

### 3.4 How the Voluntary Services Department processes the Response Volunteers activity to measure the impact of the service

The Response Volunteer will return the Activity Log to the Voluntary Services Department and a member of the team will input the data from the Activity Log into the Response Volunteer Tracker.

The Response Volunteer Activity Tracker calculates how long it has taken for each task to be completed using the following information:

- Time taken for task to be completed from the Voluntary Services Department receiving the request to the Response Volunteer completing the task
- Time taken for the task to be completed from the Response Volunteer receiving the request from the Voluntary Services Department to them completing the task
- Time taken for Response Volunteer to complete task from arrival at department to them completing the task i.e. Time Response Volunteer arrives to collect TTO from Inpatient Pharmacy to time Response Volunteer delivers TTO to the ward

- Time taken for Voluntary Services Department to find a Response Volunteer to issue the task

Feedback is also gathered from staff and patients about their experience of the response volunteer support through surveys which are available here\*: **xxxxxx**

*\*You can view example surveys within the Helpforce service guide and can contact the Helpforce Insight and Impact team for support with evaluating the impact of an RV service via [insight@helpforce.community](mailto:insight@helpforce.community).*

## **4.0 Training**

### **4.1 Voluntary Services Department staff training**

The Head of Voluntary Services will train the Voluntary Services Department staff on how to log requests for Response Volunteers.

### **4.2 Response Volunteer training**

The Response Volunteers will receive the following training to support them in their role:

- Response Volunteer overview training (this explains the role in more depth and includes an introduction from the Inpatient Pharmacy Department and the Phlebotomy Department)
- Clinical Moving and Handling training
- Meeting with the Pharmacy Ward Services Operational Manager to go through the Pharmacy Volunteer Risk Assessment
- Shadow an experience volunteer on the process of safe delivery of TTO's
- Spend time working with the Discharge Lounge team to understand how the Discharge Lounge operates
- Spend time with the Phlebotomists to understand the process for delivering blood samples to the Pathology Specimen Reception

The Response Volunteer will complete the Competency Framework shown overleaf:

### Response Volunteer Competencies

The volunteer must be assessed as competent at the following tasks. This competency must be achieved before commencing the Response Volunteer role.

No	Competence Knowledge, Skills and Attitude	Evidence to show achievement	Achieved date
1	<b>Attend Response Volunteer Training Session</b>	<i>The Response Volunteer has attended the required training session prior to commencing the Response Volunteer role.</i>	
2	<b>Attend Clinical Moving and Handling training</b>	<i>The Response Volunteer has attended the Clinical Moving and Handling training session prior to commencing the Response Volunteer role.</i>	
3	<b>Demonstrates the correct process for delivering TTO's</b> Attend meeting with [redacted] (Pharmacy Ward Services Operational Manager)	<i>The Response Volunteer has attended the meeting with [redacted] prior to commencing the Response Volunteer role.</i>	
	Shadow experienced Volunteer to learn the correct process for delivering TTO's and for a guided tour to include:- <ul style="list-style-type: none"> <li>How to access pharmacy in and out of hours</li> <li>Appropriate staff member to hand TTO's to on the ward (with consideration if the TTO contains Controlled Drugs)</li> <li>How to escalate and who to if issues occur with this process</li> </ul>	<i>The Response volunteer has shadowed an experienced volunteer and can discuss/demonstrate an understanding of the points highlighted</i>	
4	<b>Demonstrates an understanding for how the Discharge Lounge operates</b>	<i>The Response Volunteer has spent time working in the Discharge Lounge.</i>	
	Shadow an experienced volunteer to gain awareness of process of wards handing patients over to the Discharge Lounge	<i>The Response volunteer has shadowed an experienced volunteer</i>	
	Shadow an experienced volunteer to gain awareness of the process of collecting patients from the wards and transporting them to or from the Discharge Lounge to include:- <ul style="list-style-type: none"> <li>Appropriate member of the ward team to speak to check readiness of patient</li> <li>Awareness of what needs to go to the discharge lounge with the patient e.g. property, paperwork, TTO's etc.</li> <li>How to escalate and who to if the patient is not ready for move to the discharge lounge</li> </ul>	<i>The Response volunteer has shadowed an experienced volunteer and can discuss/demonstrate an understanding of the points highlighted</i>	
	Shadow an experienced volunteer to gain an awareness of the process of checking the patients into the Discharge Lounge to include:-	<i>The Response volunteer has shadowed an experienced volunteer and can discuss/demonstrate an understanding of the points highlighted</i>	

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	<ul style="list-style-type: none"> <li>Appropriate member of team to inform of patient's arrival</li> <li>Awareness of importance of handing any medication over to a registered nurse on arrival to discharge lounge</li> </ul>		
5	<b>Demonstrates an understanding for how the Phlebotomists deliver samples to the Pathology Specimen Reception</b>		
	Shadows an experienced volunteer to gain awareness of the process of collecting samples and delivering them to the Pathology Specimen Reception to include:- <ul style="list-style-type: none"> <li>Prioritisation of urgent specimens</li> </ul>	<i>The Response volunteer has shadowed an experienced volunteer and can discuss/demonstrate an understanding of the points highlighted</i>	

Once complete, please submit photocopy or scanned copy the Volunteers Office on the 1<sup>st</sup> floor, East Wing.

Assessor Name and Signature: \_\_\_\_\_ Date Volunteer Assessed as competent: \_\_\_\_\_

Volunteer Name and Signature: \_\_\_\_\_

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## 5.0 Approval

This SOP has been reviewed and approved by:

- The staff within the Voluntary Services Department
- The Response Volunteer Task and Finish Group

## **6.0 Dissemination & Implementation**

This SOP will be saved on the Voluntary Services shared drive.

## **7.0 Staff Compliance Statement**

All Voluntary Services Department staff must comply with this Standard Operating Procedure when required. Actions which constitute breach of confidence, fraud, misuse of NHS resources or illegal activity may be escalated to senior management within the Voluntary Services Department and may be treated as serious misconduct.

## **8.0 Equality & Diversity**

Throughout its activities, the Trust will seek to treat all people equally and fairly. This includes those seeking and using the services, employees and potential employees. No-one will receive less favourable treatment on the grounds of sex/gender (including Trans People), disability marital status, race/colour/ethnicity/nationality, sexual orientation, age, social status, their trade union activities, religion/beliefs or caring responsibilities nor will they be disadvantaged by conditions or requirements which cannot be shown to be justifiable. All staff, whether part time, full-time, temporary, job share or volunteer; service users and partners will be treated fairly and with dignity and respect.

## **9.0 References and Bibliography**

None.

## **10.0 Associated Standard Operating Procedures**

None.

## **11.0 Appendices**

11.1 Response Volunteer Data Flow



## 11.1 Response Volunteer Data flow

