**Salford Dining Companion Volunteer Service**

**VIP Staff Survey**

**Short Staff Survey - Service Evaluation -Please tell us about your experience of working with volunteers? (max. 3 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 survey 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 / Midwife / Healthcare assistant / Allied Health Professionals (e.g. Physiotherapist, etc) / Doctor / **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?

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4) Thinking about your most recent experience with a volunteer how much - if any - time did they save you *on an average day*? i.e. by supporting patients with non-clinical tasks freeing you to focus on clinical tasks *(please circle one answer)*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Saved me  no time | Don’t know | Saved less than 5 minutes | Saved 5-10 mins | Saved 10 – 20 mins | Saved 20 – 30 mins | Saved 30 – 45 mins | Saved 1 hour or more |

5) **If** volunteers have given you extra time, what did you do with this time?

……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………...

6) 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 or short-handed, the volunteers’ support helps me feel less stressed. |  |  |  |  |  |  |
| Volunteers are seen as a key part of the ward team |  |  |  |  |  |  |

**7)** Satisfaction with volunteers

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very unsatisfied** | Unsatisfied | Neither satisfied nor unsatisfied | Satisfied | **Very satisfied** |
| 1 | 2 | 3 | 4 | 5 |

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

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9) 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] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10) 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] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11) Do the following statements apply to you and your job? (**NHS Staff Survey questions**)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |  |  |  |  |  | N/A to me |
| I feel that my role makes a difference to patients / service users |  |  |  |  |  | N/A to me |
| I am able to deliver the care I aspire to |  |  |  |  |  | N/A to me |
| 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 |  |  |  |  |  |  |