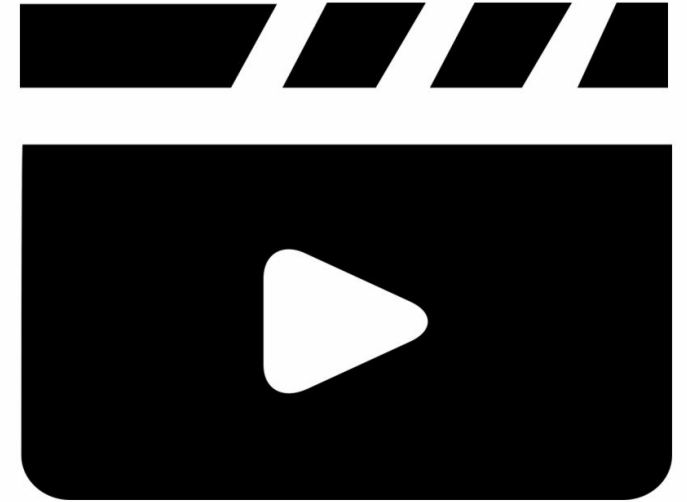


help*force*

# Working with Helpforce to support patients waiting for care

Volunteers supporting patients on waiting lists and health organisations' pressures

# Introduction



# Introduction

**Maeve Hully**

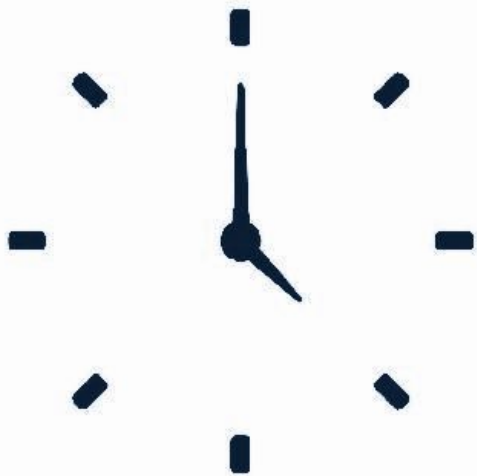
Director of Volunteering

SRO for the Waiting Well Programme

- Scene setting
- Patient/Volunteer experience
- Opportunity to scale
- Impact

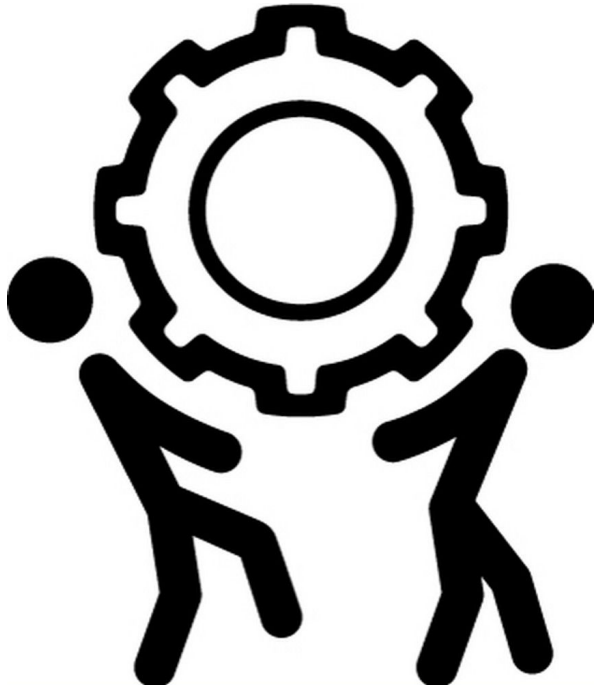


# Current Situation



- **6.07m** people on a waiting list for hospital treatment with **310,813** waiting over a year for planned hospital care (at December 2021) (1)
- **16,558** patients waited over 12 hours from decision to admit to admission (during January 2022) (1)
- **1/3** of patients with an urgent GP referral for suspected cancer waited longer than two months for their first treatment (during December 2021) (1)
- On average you are **1.8 times more likely** to experience a wait of more than one year if you live in one of the most deprived areas (2)
- Anticipated surge of demand due to reduced utilisation during the pandemic in **oral surgery, trauma and orthopaedics, and ophthalmology** (3)
- **One in three** (32%) of patients waiting for a procedure experience at least one cancellation (15% experienced more than one) (4)
- **82%** of patients indicate that they did not receive any interim support (e.g. pain relief, physiotherapy or mental health support), whilst they waited for their hospital treatment (4)

# What are patients on waiting lists needing?



According to Healthwatch (4):

1. **Communication** - Patients need accessible information to help them to understand their wait and to help them to manage their conditions while they wait. 45% of respondents to a YouGov survey said that they received no information or not enough whilst waiting.
2. **Access to interim support** – Patients need improved access to interim support (e.g. pain relief, physiotherapy or mental health support) while they wait.

We believe that volunteers can play a key role in meeting both of these needs ...

# The Helpforce Waiting Well Programme

Waiting Well is a one of four pillars of our Back to Health volunteering framework.

The programme identifies and implements volunteer interventions that support patients during their wait for care and reduce pressures on health organisations.

It evaluates, scales and spreads new or existing volunteer interventions in this space.





# The Helpforce Back to Health Framework

Not only will our volunteering interventions support the patients themselves but they will also bring significant benefits to the health and care system as a whole.



## LIVING WELL

- Building and strengthening existing community volunteering capacity and capability
- Preventing ill health, making every contact count
- Tackling health inequalities

## WAITING WELL

- Reducing deterioration whilst waiting
- Reducing pressure on hospital services
- Reducing the impact on primary care services
- Building and strengthening existing community volunteering capacity and capability
- Improving accessibility and inclusivity of services

## GETTING WELL

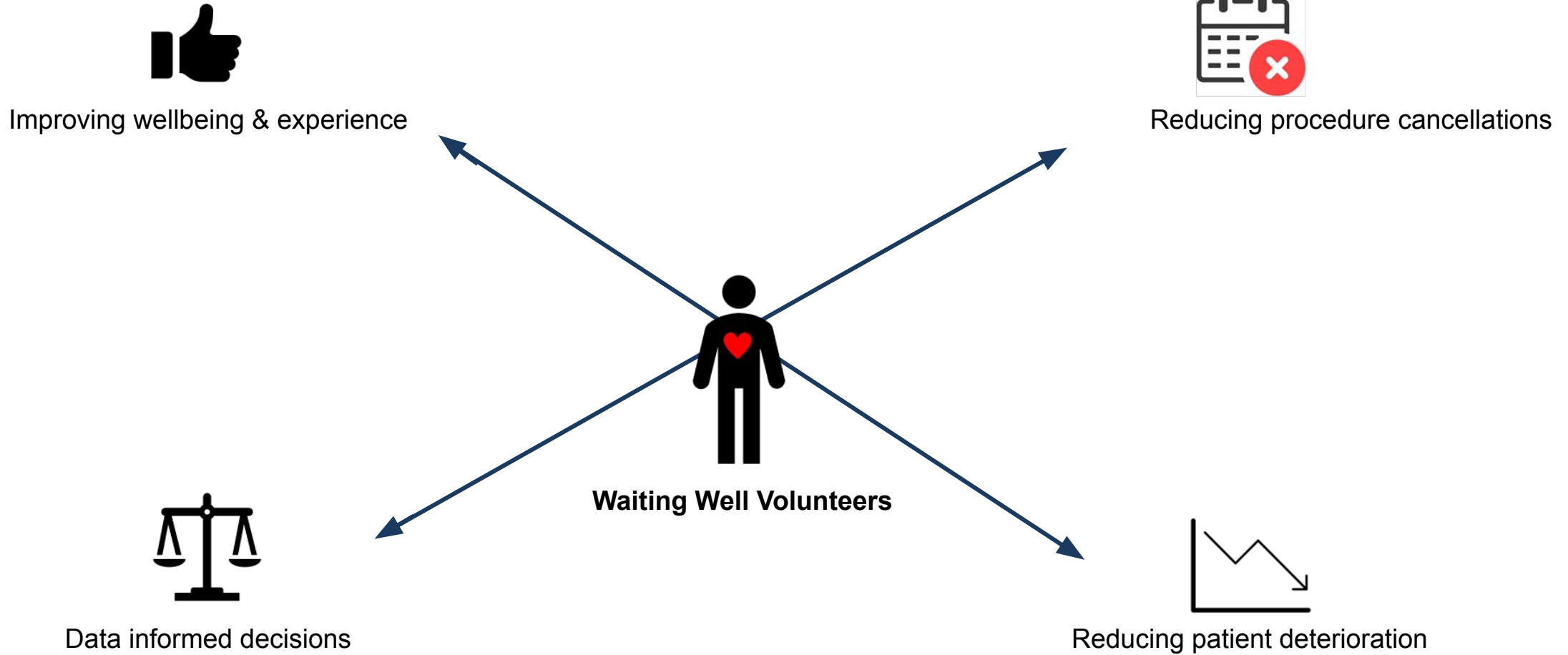
- Improving patient flow
- Reducing the number of people who do not turn up for their appointments
- Ensuring all patients are best prepared for appointments/ procedures/ treatment
- Reducing length of stay
- Reducing pressure on staff

## RECOVERING WELL

- Improving discharge support
- Reducing readmissions
- Reducing inappropriate attendance at Emergency Department



# Where could volunteers reduce the pressures of waiting lists



# Volunteering potential

## Improving wellbeing & experience



Status information volunteers

Digital support volunteers

Appointment advice volunteers

Sensory support volunteers

Therapeutic wellbeing volunteers

## Reducing procedure cancellations



Pre operation fitness volunteers

Transport volunteers

Appointment reminder volunteers

Day before surgery advice volunteers

## Better use of data informing better care



Using data to inform decisions around volunteer priorities and target geographies

Fact finding volunteers to inform the support needed during waits (including around the economic effects of being on a waiting list) and the prioritisation of waiting lists.

## Reducing deterioration



Health and wellbeing check volunteers

Pre operation falls prevention volunteer

Nutrition support volunteers

Medical condition management volunteers

Care buddy volunteers

# Waiting Well Partners



# Waiting Well Partners

Do you have a volunteering service currently supporting patients on waiting lists that you want to evaluate, scale or spread elsewhere?

Do you want Helpforce to support you in designing and piloting a volunteer service that supports patients on waiting lists?

Do you have more ideas around how volunteers can support patients on waiting lists that you would like to share with us?

**We'd like to work with you**





# References

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Thank you

[www.helpforce.community](http://www.helpforce.community)