![NHS University Hospitals Plymouth NHS Trust logo]

Derriford Hospital, Plymouth

Derriford Hospital is the **largest specialist teaching hospital** in the south west peninsula and the region's **major trauma centre**. Serving the population of Plymouth (262,000) and the wider catchment area of South and West Devon and East Cornwall.

We have other hospital sites including minor injuries units and community hospitals within our Trust.

Voluntary Services team: Volunteer Services Manager (Full time), 2 Volunteer Coordinators (1.8WTE), 1 Volunteer to Career Coordinator (0.4WTE), 2 Volunteer Facilitators (0.8WTE) and Volunteer Administrator (Full time)

350 volunteers although continuously growing with lots of vacancies (this doesn't include the vaccination volunteers)

Emergency Department volunteering

➢ Ensuring patients don't feel forgotten

➢ High pressure environment

➢ Hard to get messages across to volunteers & staff

➢ Difficult transition "post-Covid"

➢ Gap between what the department needs according to staff and volunteers

➢ Long standing volunteers with a voice

➢ Retention is difficult

Current work with ED & Voluntary Services

- ➢ **Defining 'high impact' volunteer role,** in response to need
- ➢ Engagement with key clinical leads
- ➢ Improved monitoring and evaluation of volunteer roles to demonstrate impact
- ➢ Break space in ED
- ➢ **Volunteer hub** – increasing visibility of staff team
- ➢ Attracting and recruiting volunteers at pace to meet Trust needs
- ➢ Strengthening governance and compliance
- ➢ Working with local colleges/universities to diversify age demographic
- ➢ New **volunteer management software** (Assemble)
- ➢ Development of volunteer training options
- ➢ Alignment to staff wellbeing services, induction and some communications
- ➢ Maintaining volunteer motivation by providing **induction, training and ongoing supervision** and support
- ➢ **Increasing diversity** of volunteers to better reflect local community demographics
- ➢ **Volunteer Strategy and survey**
- ➢ Voluntary Services **reputation building**
- ➢ **Increasing visibility** and value of volunteers throughout the Trust