



South Warwickshire
NHS Foundation Trust



VOLUNTEER SERVICES

Annual Report

1st April 2021 - 31st March 2022

Volunteering

at South Warwickshire NHS Foundation Trust

Welcome to the Volunteer Services Annual Report 2021 – 2022. This report gives an overview of the volunteering that has taken place this year and showcases the incredible contribution that volunteers make to their local community.

Volunteers offer their time, expertise and enthusiasm to provide an outstanding service, working alongside staff to provide a vital role in enhancing patient experience and adding value to benefit services.

We hope you enjoy hearing about the roles that volunteers carry out within the Trust and the local community.

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Overview

This year 450 volunteers have contributed over 17,000 hours to support patients, staff and visitors. We are incredibly proud of the contribution that has been made and we are overwhelmed by the invaluable support that we receive.

We are committed to the continued growth of volunteering across the Trust over the coming months and beyond as we adapt to differing Covid-19 restrictions in place.

We are truly inspired by our volunteers who have played a key role in delivering services within our hospitals and the local community.

**450 volunteers have given
17,195 hours to support the Trust**

Volunteer Services Team



Key achievements

Funding

We received £25,000 funding from NHSEI to recruit a Volunteering Project Coordinator to implement a new Response Volunteer Model at Warwick Hospital to begin in Spring 2022.

Leamington Hospital

42 volunteers have supported the recovery of patients who have acquired brain injury or stroke.



Awards

2 SWFT nominees were finalists in the Helpforce Champion Awards, coming top 3 in their categories of 'Young Volunteer of the Year' and 'Outstanding Staff Champion for Volunteers'.

Elderly care

We have begun supporting elderly patients on wards at Warwick Hospital, working with Admiral Nursing Team to support patients with dementia.

Volunteer roles

We were able to re-introduce the following volunteer roles: Cardiac Rehab Volunteers, Movement and Gardening Activity Groups at Leamington Hospital, Lunchtime support for the Aylesford Unit and Rigby Unit.



Training

A new national Volunteering Training package was introduced for volunteers and includes additional modules such as Roles and Responsibilities of a Volunteer, Communication for Volunteers and Mental Health Awareness for Volunteers.



Vaccine Hubs

938 volunteering hours have been given to ensure the smooth running of Covid vaccine clinics at Stratford Hospital.



Help Desk Volunteers

Meet and Greet Volunteers provide a fantastic service, welcoming patients and visitors at the main entrance to Warwick Hospital and at the entrance to the Out Patients Department.

Volunteers are often the first faces people see when they enter our hospital sites, they are a friendly face to greet and reassure visitors and provide directions where necessary. Volunteers also support the safe foot flow at our main entrances, reminding people to wear face masks, use hand gel and follow one way systems.

41 volunteers have given 2,215 hours

**"We take out of the NHS so I want to give something back."
Ian Steele, Help Desk Volunteer, Warwick Hospital.**

**"I volunteer because I enjoy helping people and I like to get out and about and interact with people. Having worked for the NHS for 19 years is why I also volunteer here at the hospital."
Jean Hulse, Help Desk Volunteer, Warwick Hospital.**

**"I like meeting people and helping them and love volunteering in this environment. I also want to give something back to the NHS for all the support and treatment I have had over the years. I am not one for moving dust around at home and like to get out and about."
Muriel Wanley, Help Desk Volunteer, Warwick Hospital.**



Pharmacy Volunteers

Pharmacy Volunteers deliver prescriptions to wards at Warwick Hospital. This role helps to speed up discharge and allows patients to go home earlier in the day, helping with patient flow which is crucial to the smooth running of the hospital.

Volunteers supporting this service have contributed
750 hours this year.

Volunteers deliver around

300

TTO's ('To Take Out')
prescriptions per month



Cardiac Rehab Volunteers

Cardiac rehabilitation is a programme for patients with a heart condition. It supports and provides information to our in-patients and continues for a number of weeks following discharge.

As part of the programme the patients are invited to community exercise classes and education sessions which they can attend with a family member. Volunteers have been supporting the cardiac rehabilitation staff and patients throughout this journey for nearly 10 years.

“We currently have 5 volunteers helping us in the exercise programme, which can involve setting up / tidying the room, directing and supporting the patients within the gym area, ensuring they are safely exercising.

They will chat to the patients as they exercise, which patients have always found very helpful and supportive. The volunteers will also attend the education session, where they will help with refreshments.”

Geeta Pahwa, Cardiac Rehab Nurse Specialist - Team Lead



Welfare Calls



Members of the Patient Forum have undertaken training to carry out basic welfare calls to patients recently discharged from Warwick Hospital. The calls ensure that patients are settled at home, have everything they need and where necessary signpost to relevant support services.

During the past year, **over 400 welfare calls** have taken place. We look forward to further developing this initiative over the coming months.

The Aylesford Unit at Warwick Hospital

Staff and patients have been supported at Aylesford Unit Cancer Service by serving refreshments to the patients, freeing up our nursing staff to carry on with their numerous tasks.

They also spend time with people talking and being a friendly face to those who needed it.

Kathy is just one of our volunteers who collects lunches from the hospital kitchen for the day patients on the Aylesford Unit.



Ward Volunteers

We are working with the Admiral Nursing Team, Matrons and Ward Managers to support patients with dementia. Volunteers are slowly being reintroduced to the Wards to chat to patients, assist with menus, mealtimes, drinks and any light duties to support the staff when required.



I just wanted to let you know that I've been offered places on the Accelerated Medicine course at Warwick, Newcastle, and Southampton!

I would not have met the requirements to even apply if you hadn't helped me join the volunteering team so quickly – thank you so much for this!

PAUL CALLEJA
WARD VOLUNTEER
WARWICK HOSPITAL

“Why do I volunteer for the NHS?”

As most people will confirm, It feels good to “give back” as user of this valuable resource.

As a ward volunteer I am happy to undertake any task for any member of staff as requested such as make beds, sit with vulnerable patients, run to the pharmacy and much more.

Every week is different. Being there for the staff is also important as they are under great pressure.

Overall, volunteering makes me feel useful, fulfilled and is a good use of my interpersonal skills”.

Jane Inshaw
Ward Volunteer
Warwick Hospital



Radio Warneford

Broadcast in the heart of Warwick Hospital, Radio Warneford has been providing quality radio entertainment to patients since 1973.

Programmes can be heard across all SWFT Hospital sites. Due to restrictions live broadcasting is taking place a few times a week at present but we hope to resume to a full service, including collecting requests from patients on the wards soon.

They have a Team of 30 Volunteers and are a Registered Charity.



Maternity Infant Feeding Support

Four of our volunteers have recently begun an 8 week training programme organised by the North Warwickshire Early Breastfeeding Support service.

Once qualified, they will support new mothers on the post-natal ward for 2-3 hours per week, under the direction of our midwives and the Infant Feeding Team. They also listen to mothers concerns and provide reassurance, encouragement and if needed, evidenced based advice about managing early feeding difficulties.

“This degree of emotional and practical support cannot always be given by busy ward staff and will be invaluable in helping to ensure families have the best start to their feeding journey which benefits their lifelong health and wellbeing.

It would not have been possible to start this volunteer programme without members of the public giving us their valuable time and the Volunteer Services arranging all the necessary checks and mandatory training. We know how much work this involves for everyone and it is all very much appreciated.”

Julia White Infant Feeding Co-ordinator



League of Friends Warwick

The Warwick Hospital League of Friends has been supporting patients and staff since 1953 with fundraising, the bric-a-brac shop and a book shop. We hope to be able to re-open once it is safe to do so.

The League of Friends continue to support the hospital and have recently agreed to purchase the following items to support patients and staff at Warwick Hospital. Items include, specialised tilt chairs for frailty wards, RITA upgrade, support and maintenance and activity Software which supports patients with dementia or delirium, dementia puzzles and CD's for patient to help alleviate agitation and boredom, bags for bereaved children and 1000 courtesy packs for patients who need toiletries.

An Ice Cream Van also came to Warwick Hospital as thank you for staff.

Morrison's in Leamington have kindly donated 90 cream eggs these will go inside Easter Chicks and sold to raise funds for Warwick Hospital.

So far in 2022 a total of £26,422 has been spent.

The League of
Friends
of Warwick Hospital

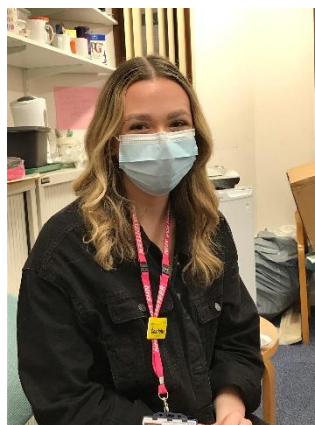


Leamington Hospital



We've been busy as life has slowly returned to normal at Leamington. Recruitment of new volunteers has increased and we are delighted to have so many fantastic volunteers.

42 volunteers have contributed over 2,300 hours this year.



We have two wonderful volunteers (Ilse and Sandra) who provide a warm welcome to the hospital for all visitors. They are brilliant at assisting everyone including using the car park machines!

The main objective at Leamington is to provide support and company to brain injury (traumatic and acquired) and stroke patients. We recruit volunteers who have high levels of emotional resilience, compassion and patience. Additional training is provided on top of the mandatory e-learning. With thanks to Psychology, Speech and Language and Occupational Therapy, this year training has included Brain Injury, Emotional Boundaries, Wheelchair, Dysphagia and Dysphasia. These are transferrable skills for life especially for six form and university students.



Every volunteer can get involved in a wide range of activities and do- the list goes on! There is gardening therapy group, gaming group, movement group, reading to patients, helping with family phone and video calls, taking patients on a tour of our wonderful gardens, painting their nails and wishing them a Happy Birthday, including singing. We have also been able to provide some support by answering ward phones to relieve the pressure at peak times.

Leamington Hospital



2021-22 was a year of significant change at Leamington with Campion moving into the newly commissioned Allsopp ward and Ellen Badger Ward relocating into the Campion space. Volunteers were delighted to support both moves and turned out in force to make beds, unpack and generally help patients and staff settle in.

The Kissing It Better healthcare charity work closely with us. This year they have provided goodie bags and paintings from local schools and highly talented musicians - a singer, a flautist and an electric violinist. Music is wonderful therapy and it has been heart-warming to see the difference this makes to a patient's recovery.

Patients really miss their pets when they are here so it has been a joy to see our Pets As Therapy and Therapy Dogs Nationwide therapy dogs return. Bramble, Lucy, Banjo, Shoggie, Amber and Lola (and their volunteer parents!) visit every week. Staff and patients alike are buoyed up by this.

We've also taken the opportunity to reorganise the volunteer office and have had a proper tidy up. We are proud to call this space the Chaplaincy and Volunteer Hub. This is a welcoming space for all with refreshments provided. We even have dog biscuits now!

The Volunteers decorated the Hub for Christmas and with Feldon donating some lovely knitted figures, we produced a wonderful nativity scene. Finally, we produced a portfolio document for all staff at Leamington so they are aware of the range of activities that volunteers can support.

Our next adventures are to expand our gardening activities and produce a cookbook to raise funds for additional resources for the garden. We will also be holding a Thankyou Tea Party in June to recognise the amazing Leamington volunteers. We are so grateful for their dedication.



"Since I retired, I wanted to give something back. All my career was based in the corporate sector where it felt more like taking than giving. I looked after my elderly parents for ten years. After they died, there was something missing and I needed to fill the emotional gap that was left.

My main role is visiting brain injury patients to provide company and encouragement. I am also part of a choir (Sing It Loud), who also perform at Leamington, Covid permitting! I organised a toiletries collection with the choir and I know how much our donations were appreciated by the ward.

I like to turn my hand to anything so I have helped out in the Volunteer Hub and answered phones on the ward. It has also been a privilege to be part of the 'send-off committee' when a long stay patient leaves the hospital. During Covid when we couldn't visit Leamington patients, I also volunteered as a Covid Vaccination Marshall for 6 months. It gives me a purpose and I love to be able to make a difference."

Val McNally, Leamington Volunteer.



Katherine Healey was a finalist in Helpforce Champion Awards category 'Young Volunteer of the Year'. Katherine's role as volunteer supports the rehabilitation patients on a one-to-one basis, which is a very emotionally intense activity.

Katherine said "I started volunteering to help people and give something back to the community. I come in every time just to be there for the patients, to listen and also be a companion. Even if they forget they are a patient for 15 minutes whilst chatting to me over a board game or going to the therapy garden, that is still a difference and you can see it on the patient's faces. The staff are wonderful to work with and I am grateful to have learnt so much from them. It has given me great confidence and helped me grow with experience relevant for my career."

Stratford Hospital

Meet & Greet Volunteers



Being our first point of contact, our meet and greeters provide an excellent service, welcoming patients and visitors to Stratford Hospital. They ensure people are wearing face masks, use hand gel and help direct people to the correct department while supporting the safe foot flow in the main entrances.

Volunteers also support the Covid-19 Vaccine Hub's at Stratford Hospital, making people feel welcome and reassured upon arrival, helping to answer any questions.

44 volunteers have carried out this role, providing 2,204 hours of volunteer support.



League of Friends Stratford

In October we were delighted to welcome back the League of Friends volunteers to support the helpdesk in building one. This enabled them to sell Christmas cards to patients and visitors over the festive period, raising funds to support Stratford Hospital. They continue to volunteer on the helpdesk on Thursdays and Fridays.

**17 volunteers carried out
235 hours**

As a thank you to staff and volunteers for their hard work and commitment from the start of Covid, the League of Friends arranged a free family outdoor performance of Alice in Wonderland for all to enjoy.

“It’s a pleasure to be back in the hospital meeting and greeting patients and visitors.”

Kevin, Stratford League of Friends Volunteer

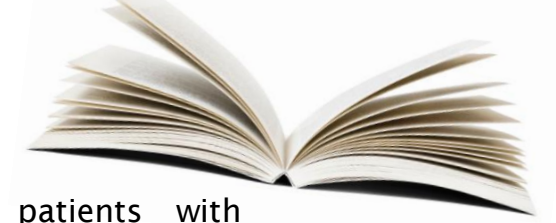
“I look forward to coming in on a Thursday afternoon to meet and greet. It gives me a purpose to get out and help others.”

Marlene, Stratford League of Friends Volunteer



Rigby Unit

Volunteers support the Rigby Unit by providing patients with refreshments while they are receiving treatment. This not only does this role free up nurses time but it allows volunteers to have a chat with the patients and offer company to those who needed it.



Nicol Unit

Volunteers were welcomed back onto the Nicol unit for a short period of time at the end of 2021, supporting the patients on the unit. Volunteers would engage with patients making general conversation, reading books, magazines and menus to assist the patient in choosing their meals. Over the coming months we hope to reintroduce volunteers back onto the Nicol Unit to support both the patients and workforce.

**MACMILLAN
CANCER SUPPORT**

Macmillan Information Centre

Macmillan Information Centre volunteers greet visitors to the service, ensuring they feel welcomed and comfortable. The role helps to support the users of the service by having someone there offering them support through empathy and a listening ear, and assisting them in finding the relevant information and support for their needs.

Forest of Hearts Volunteers



Forest of Hearts is a local charity that creates “gardens for good” to improve wellbeing, boost biodiversity and enhance employability of the volunteers. 33 volunteers have maintained our Health & Wellbeing Garden and we now have the addition of the Kitchen Garden which is situated behind Nicol Unit.

With its large poly tunnel, they are able to propagate plants which are then used here at Stratford and other gardens that the volunteers are working on. They have also been busy at our Warwick and Leamington sites ensuring our green spaces are cared for. Forest of Hearts have also been building and planting “living walls” which have been popping up around the site.



By using a combination of planters and planting, they have really succeeded in softening the look of the exterior. Even the multi-storey car park has been included with handmade boxes full of succulents which are alive with insects helping with the biodiversity of the area. This is such a successful partnership and watching the gardens develop and the individuals grow shows what a difference volunteering can make.



Health & Wellbeing Information Centre and Café Lomas



Volunteers have been welcomed back to Café Lomas. We really value them as part of the team. Giving back and building skills in new areas are not even the main reasons they returned, they enjoy the social aspect of being in a busy atmosphere, meeting new people and ensuring our patients and customers receive excellent service.

3 volunteers have contributed 409 hours

We have introduced some new roles to ensure our volunteers get the most out of their experience here. Café Lomas is the hub of the hospital here at Stratford and we are so grateful for all who volunteer and make a positive difference to the people we serve.

Café Lomas benefits from the great work of the Forest of Hearts who grow and tend to the Kitchen Garden based in the hospital grounds. We are able to utilise produce in the kitchen as well as sharing it with our staff and patients.



"Our volunteers are wonderful people who give up their free time to come and provide exceptional customer service to patients and visitors of the hospital. It's great to have them as part of the team here at Café Lomas."

Annabel Balfour-Kinnear, Café Lomas Co-ordinator

"I enjoy coming to volunteer at the hospital as it gives me a reason to get up in the mornings and I've learnt new skills. Volunteering is a great way to meet new people"

Alex Naylor, Cafe Lomas Volunteer



Chaplaincy Volunteers

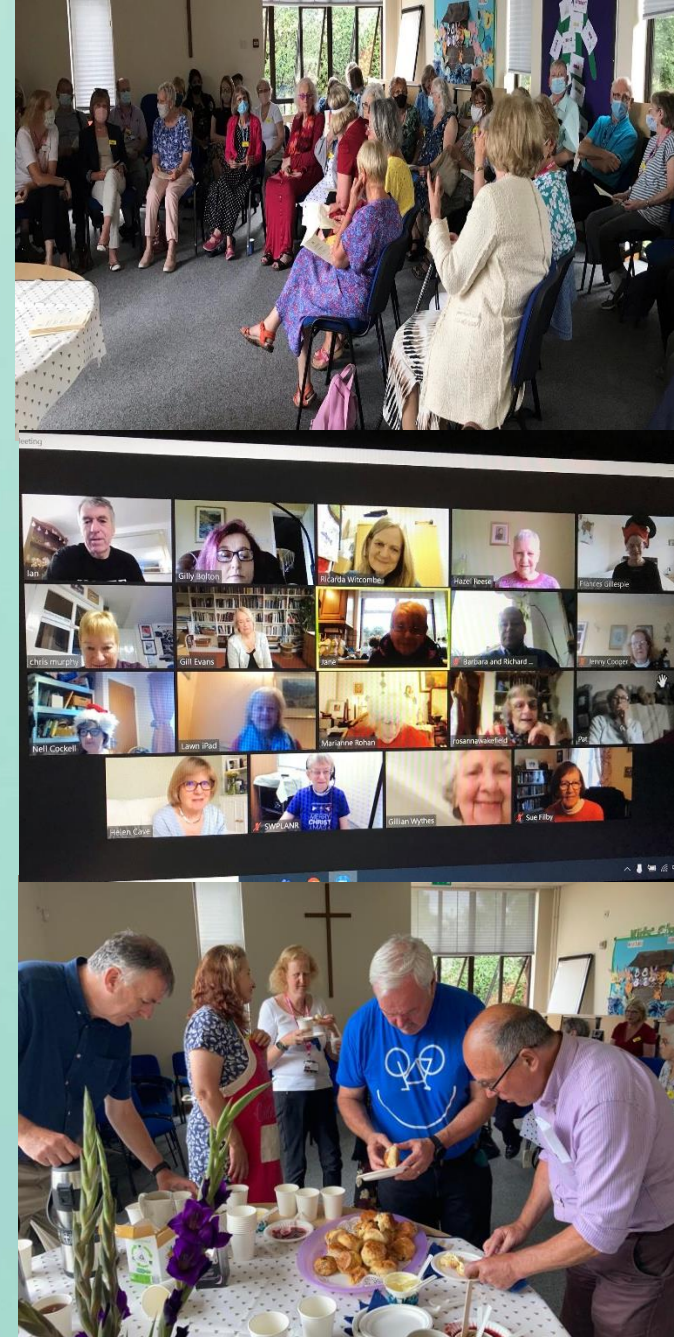


The Chaplaincy volunteers have continued to flex and adapt to the challenges of our times, and the team is hugely appreciative of all they do. We continued weekly zoom meetings with the team until the summer, when about 2/3 of the team were able to return to visiting on the wards in all our hospitals.

We made some organisational changes, and there has been lots of PPE, to ensure everyone's protection. Staff and patients have been delighted to see them again. One patient emailed after their discharge to say, "A chaplaincy volunteer visited me when I was in hospital. She just listened to me, and it really helped."

We also re-started Sunday services in Warwick from Easter, with volunteers doing pastoral visits to the wards afterwards. One volunteer who was unable to visit patients gave her time instead to tending the little garden outside the chapel; another gave time and expertise in creating tissue paper flowers at Remembrance and Christmas. The team also cut out poppies, stars and leaves for hanging prayers on our prayer tree.

We have had two away days, one including a cream tea and a blessing of all the chaplaincy volunteers from the Dean of Coventry, and the other was a reflective morning led by the team. We have plans for a new training course later in 2022 and for developing our team in creative ways to meet the needs of the time. We have fabulous people working with us and we are so very grateful.



Breast Feeding Support

Working alongside the infant feeding team our volunteers provide breastfeeding support via the groups offered to families. Whilst we only currently have four of these volunteers, we are in the process of training six more, who will then offer 1-2 hours a week across Nuneaton, Bedworth, and North Warwickshire and in the future, Rugby.

They offer a valuable service giving social, emotional and practical support to families, helping to empower them to reach their infant feeding goals.

“We could have not done this without the help of the volunteer services, whilst they manage the practical aspect from DBS checks to mandatory training, this allows us to focus on the training needs of the volunteers. We are thankful to both the volunteering services and also the volunteers for allowing this to happen and enable further support to families.”

Carla Lovell-Roberts, Infant Feeding Specialist.

Rugby Palliative Care

Recruitment has begun within the Rugby Community for volunteers to support families and people at home with Palliative Care. Volunteers will collect prescriptions as well as carrying out tasks to support this service.

Therapy Dogs

We have visits to our hospitals from Therapy Dogs which is greatly appreciated by both the patients and staff. The visits improve the psychological wellbeing for everyone and give emotional support and unconditional love and attention, whilst enjoying lots of cuddles.

We are grateful to the volunteers from Pets As Therapy and Nationwide Therapy Dogs.



Community Children's Nursing (CCN) Team

There are now 25 volunteers working within SWFT's Community Children's Nursing (CCN) Team. Over the last 12 months, 108 different referrals were received.

Volunteers have provided over 475 hours support.

This includes direct support for families; transport to hospital appointments, housework, gardening, advocacy and grant applications. Volunteers also supported a young person who was at end of life and have continued to provide bereavement support to their mum. In addition, help was provided to the wider CCN Team, collecting and delivering equipment, PPE and stock-taking.

The team was actively involved in organising a celebration of remembrance with Nell Cockell, the CCN Bereavement Lead and Molly Olly's Wishes, a local charity for terminally ill children. The event was held at Coombe Abbey in November 2021 and was attended by 14 bereaved families.



Alison Cooke, The Lead Nurse for Volunteers, was highly commended in the 'Outstanding Staff Champion for Volunteers' category of the national Helpforce Volunteer Awards.

Her nomination said: "Since being appointed, Alison has enthusiastically transformed the service which has gone from strength to strength. She has driven forward a much more inclusive and far-reaching health and social care service, one that fits the needs of South Warwickshire complex needs children, their families and supports the staff who care for them."

The service was presented as an example of good practice at the East Midlands Children and Young People's Palliative Care Network. Two children's hospice services and an NHS Trust are interested in the model of support and seeking advice and information in order to establish a similar service.

This year it is hoped to expand the service even further and develop their work with bereaved families.

4x4 Drivers

Warwickshire 4x4 Volunteers currently have over 120 drivers. Although they have not been fully utilised since last year, 63 cars were out ensuring staff got to and from their shifts. They have now developed a system enabling them to assign tasks to the drivers should we encounter adverse weather conditions again in the future.

Over 800 tasks, contributing over 2,000 volunteering hours have been achieved.

The team continue to collect bloods requested by Community Practitioners when treating frail people in their own homes and delivering bloods to the Pathology Lab at Warwick so our nursing staff get faster results. Prescriptions can be collected quicker and then delivered to patients, speeding up the treatment and hopefully the recovery.

During 2021, drivers collected and delivered Covid test swabs between Ellen Badger and Warwick twice a week as well as driving urgent swabs and bloods between CERU and Warwick.



The team help with the early discharge of patients from the hospital by delivering medications to their homes to save them waiting. Beds are vacated sooner and the patients are still able to get their medication the same day.

Some of the team are able to move items of furniture in patients' homes, making beds and furniture accessible for patients when they return home from hospital, again enabling the hospital bed to be released quickly, as well as ensuring that patients can return to their own homes where they want to be. The group have been trained in manual handling techniques to ensure their safety.



“As one of our volunteers said recently ‘doing good does you good.’ We feel we are making a difference not only to the NHS but also to our own community especially the frail. If we can speed up a diagnosis and treatment we can help to keep people out of hospital and in their own homes thus making them happy and freeing up a bed for someone for whom it may be critical.”

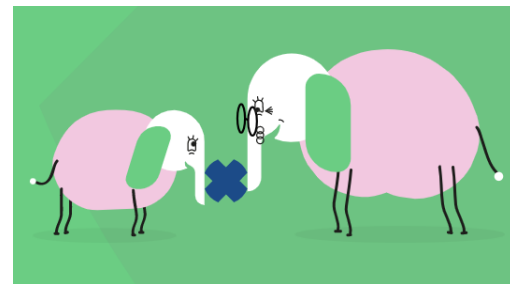
Graeme Wright, Warwickshire 4x4 Volunteer

Kissing it Better

Kissing it Better has worked with Volunteer Services and SWFT since 2011 and is a local intergenerational health care charity, their aim is to use the talents and creativity of young volunteers to engage with older patients in SWFT Hospitals. The charity works with many local schools in the community and run specialist and bespoke volunteering focused lessons, after school activities and teaching sessions. Before the pandemic they regularly brought young people onto the wards to cheer up patients with music, poetry and conversation. Many of KiB's young volunteers are hoping to join the Healthcare Profession.

Here are just a few examples of their exciting and innovative projects this year:

Castle- themed children's art competition to cheer up patients on Castle Ward, to help them feel connected to the outside world during their stay in hospital. There's growing evidence that having access to inspirational art can support the mental and physical wellbeing of older patients, it's lovely for patients to know that children are thinking about them and want to do something to help. Over 200 entries were received.



Colourful Landscape artwork kindly donated by Art GCSE pupils delivered to wards to brighten up corridors and bedside areas.

A Christmas Music, crackers and mince pies event for staff at Warwick Hospital canteen with KiB's professional electric violinist, KiB musicians continue to play on wards at Leamington Hospital and outside ward windows at Warwick. They recently organised a 1980's Disco which patients loved!

Themed Reminiscence and Photo Booklets for Frailty wards – young volunteers prepared and designed booklets on themes such as The Royal Family, Nature, Fashion and Films to be shared with patients with Dementia. Feedback from the wards has been very positive. Kissing it Better collaborates very closely with the Admiral Nurses who ran a special Zoom master classes to talk about how they care for patients with Dementia.

Regular distribution of seasonal **activity packs and gift bags and cards** for patients and pamper treats for nurses. These always include homemade items for KiB volunteers to show they are thinking about someone in hospital. Pupils love writing personal cards with messages to cheer up older patients, many of these were designed with beautiful seasonal flowers designs.



“Young volunteers gain so much from helping older patients and Kissing it Better are looking forward to bringing back schools when allowed. Older people feel valuable and younger people valued. During the pandemic small acts of kindness have made such a difference and we look forward to building on this, continuing to working to support Volunteer Services.”

Caty Oates – Project Director, Warwickshire, Kissing it Better



Plans going forward

We look forward to the coming months, which will be an exciting time for volunteering as we continue to adapt to Covid restrictions and begin to implement a full range of volunteer services across Trust sites.

We continue to welcome volunteers back to the Trust, some of those absent for two years or more, we say farewell to those who have moved onto pastures new and look forward to welcoming new volunteers to work with us.

We will continue to grow the service, enhancing the patient experience and supporting staff to continue the delivery of excellent care.

Thank you to all the staff that have supported volunteers and to all our volunteers, however big or small your contribution, you make a huge difference and your work is greatly appreciated.

We are extremely grateful to all our volunteers who dedicate their time to help support their local hospitals and communities over the last 12 months and continue to help deliver outstanding care to the people of South Warwickshire.



Our priorities...

- 1 To implement a new Response Volunteer Model at Warwick Hospital, to support with a variety of tasks that will improve patient flow and respond to current pressures.
- 2 Work closely with the SWFT Charity to recruit and support a Fundraising Team.
- 3 Promote the opportunity for volunteers to gain the National Volunteer Certificate.
- 4 Raise the profile of volunteering within in the Trust, developing new links with staff and departments to support the re-introduction of volunteers to clinical areas.
- 5 To continue to contribute to SWFT's strategic principles and develop a Volunteering Strategy for the Trust.
- 6 Support the Trust in its objective to contributing to compassionate care and deliver improved outcomes for our population.
- 7 Introduce new volunteer roles at the Stratford Hospital Health and Wellbeing Information Centre, to support the physical and mental health and wellbeing needs of the local community.
- 8 Increase the number of volunteers according to demand, developing new opportunities for volunteers to support the range of services provided across the Trust.
- 9 Continue to demonstrate the value and impact volunteers have on patient experience.
- 10 To develop our partnership with Helpforce to adopt and adapt the Back to Health Pathway, working to provide four stages of volunteer support: Waiting Well, Getting Well, Recovering Well and Living Well. Improving patient and carer experience in hospital and in the local community.

Thank You

If you would like to get involved, we would love to hear from you.

volunteering@swft.nhs.uk

Thank You



VOLUNTEER SERVICES **Annual Report**

1st April 2021 - 31st March 2022

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