

VOLUNTEER SERVICE Annual Report 2022-2023



VOLUNTEERING

At the Liverpool Women's NHS Foundation Trust

Welcome to the Volunteer Services Annual Report 2022-2023. The report provides an overview of volunteering that has taken place this year and showcases the incredible contribution that volunteers make to our organisation, staff, patients and their families.

Our dedicated volunteers offer their time, expertise, and enthusiasm to provide an outstanding service, working alongside staff or autonomously to provide vital roles that enhance patient experience, support staff's wellbeing and add value to benefit many of our services and trust run events.

We hope you enjoy hearing about the different volunteering roles and how the volunteers are supporting trust strategic ambitions. The Volunteer Service, despite being run by a small team, are dedicated to delivering quality volunteering programmes that not only support our hospitals' services but are rewarding and beneficial to our volunteers who want to give something back and feel they're making a difference. Furthermore, through volunteering, we will provide valuable experience and insight into working in the NHS for those considering careers in health and social care.

Gina Barr, Voluntary Services Manager



Overview

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Thank You



OVERVIEW

This year **100** active volunteers have contributed almost **13700** hours to supporting our women, patients, staff and visitors. The support we receive is invaluable to improving our women and patients journey and we are incredibly proud of the contribution that they make.

We continue to grow and expand our services across the Trust. We currently offer **21** volunteering opportunities. This year we have introduced **2** new volunteer roles, revived **1** volunteer role and supported **14** events/ad-hoc job requests.

Volunteer Service

Reasons to be Proud 2022/2023

Our Strategic Ambition:

- Is to align Volunteering with Trust priorities for patient care and to enable all staff to recognise and value the opportunities that working in partnership with Volunteers can bring and the positive impact this can have.
- To ensure that volunteers' experience is rewarding, enriching and creates opportunities that are safe, accessible and inclusive of our Riverside community

Achieved all targets set by NHSE – funding received to help support the recovery of the Volunteer Service post pandemic



Funding secured from HEE (now NHSE) to recruit a Volunteer Programme Coordinator to implement a new Volunteer to Career Programme.

Recognised by Helpforce as a leader in inclusivity for SEN and Culture Diverse communities

Our volunteers make up 10% of the workforce., Completing a total of 13690 hours (equivalent to 7 wte)

Volunteers have engaged with 25800+ patients & freed up almost 4000 hrs of staffs time to focus on delivering patient care.



Volunteering helped 5 volunteers gain employment & 3 start a Midwifery degree.

We have started 100 new volunteers, and have a further 40 currently in the recruitment process



We celebrated our longest serving volunteer of 19 years, with SEN, and crowned them Volunteer of the Year 2022

Developed Volunteer to Volunteer Peer Supporters role gathering, volunteer, staff and patient feedback in order to develop and further improve services

Implemented a new half day Volunteer Induction & Training programme Replaced the Volunteer Mandatory Training with the accredited National Volunteer Certificate

Our Meet & Greet Volunteers have directed over 10500 patients & visitors, Befriended 9500+ patients and saved over 2000 hrs in staffs time



Positive engagement and recruitment from the local community including Riverside population, Pride, Local Universities/Colleges & Schools

The best people, giving the safest care, providing outstanding experiences

REWARDS AND AWARDS



When volunteers feel appreciated and important they are more likely to feel connected to our organisation and continue their involvement.

Here at the Liverpool Women's we reward our volunteers for Long Service, achieving milestone hours, award Volunteer of the Season & Volunteer of the Year. Volunteers can attend the annual trusts Dedicated to Excellence Awards Evening and we host an onsite annual celebration during Volunteer's Week. They have free tea and coffee and receive staff discount in the restaurant and café. Travel expenses and out of pocket expenses are reimbursed. We support them to achieve the National Volunteer Certificate, provide training and experience that can enhance their knowledge and skills to improve their chances of gaining employment or accessing further education. From this year we are also offering the Volunteer to Career Programme.

RECRUITMENT STATS

100 New Volunteers started between April 2022 and March 2023

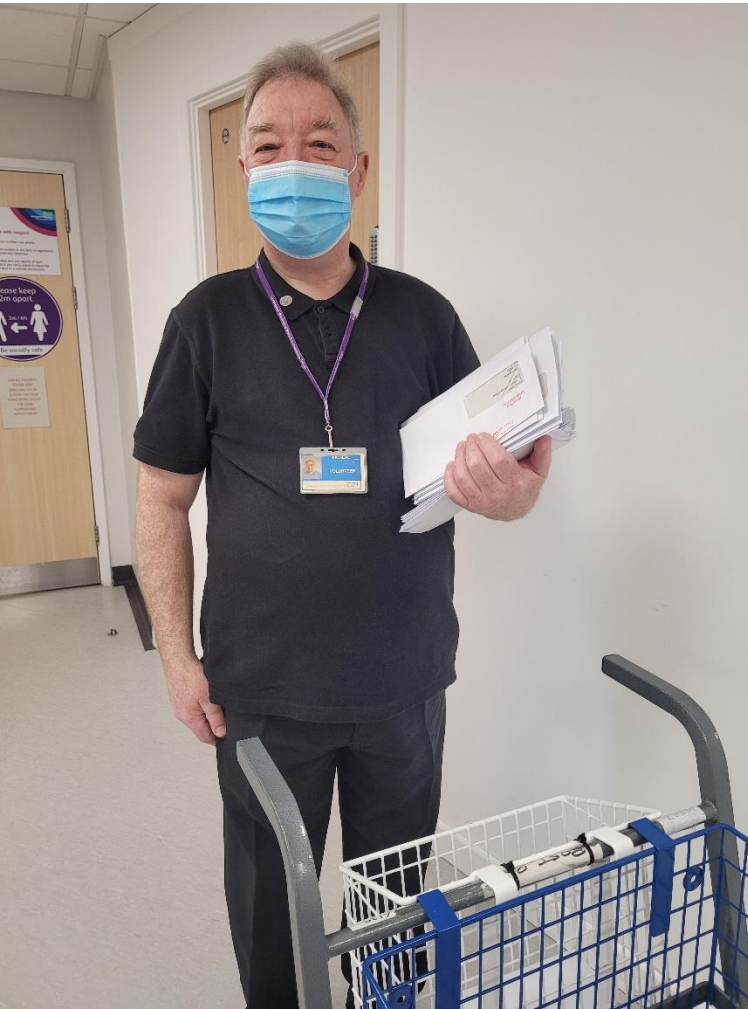
We currently have **40 applicants** in the Recruitment Process

Out of the new starters and applicants:

17% have said they either have a disability or are living with a lifelong health condition that effects their ability to carry out daily activities.

27% are of ethnic minority backgrounds

70% are interested in working for the NHS and/or gaining experience to pursue registered careers in the NHS



POST ROOM (Mon-Fri, 0930-1200)

We currently have **2** stalwart volunteers accompanied by 1 support worker in the Post Room, helping the Postmaster sort the internal and external mail and provide a mail delivery and collection service to the departments on the ground floor.

3 Volunteers have provided **346** hours support in this role.

MEET AND GREET VOLUNTEERS (Mon-Fri, 0830-1700)

Every year we are astounded by the number of patients and visitors our Meet and Greet Volunteers support. This year is no exception with **11769** patients/visitors given directions, **9223** befriended and **1353** ANC Checks carried out. These activities have potentially saved **2631** hours of staffs time. This amazing group of volunteers have also started supporting our Pharmacy Runs (along with the Volunteer Responders), the staff pantry and they include **ANC checks** when no ANC volunteers are on duty, to ensure patients have checked in at OPD prior to going to clinic. This helps with the smooth running of the clinic and ensures patients don't miss or delay their clinic appointment.

Many new volunteers begin their volunteer journey as a Meeter and Greeter. The role offers a good grounding and helps the volunteers to gain knowledge of the hospital and build their confidence before transferring to a volunteer role on the wards.

73 volunteers provided 2033 hours

"I have been volunteering for a few years in the Meet and Greet role, I enjoy helping patients and putting them at ease. The staff are so appreciative. Last year I received the Volunteer of the Season Award for my services to the patients and staff during trying times."





HONEYSUCKLE VOLUNTEERS AND HS BEREAVED MENS FC

This newly created HS Bereaved Men's FC Volunteer role by the Honeysuckle team in partnership with LFC Foundation provides support to men suffering pregnancy and baby loss through peer support. As well as providing peer support to families, the volunteers assist with running football training sessions and other scheduled events in conjunction with LFC.

The Honeysuckle Team won the DTE award for working partnerships with LFC Foundation and we expect this award will be one of many that the service will receive in recognition of the support men should have in bereavement.

The Honeysuckle Volunteers support the monthly events and provide basic admin support to the team.

Honeysuckle gave **12** volunteers the opportunity to attend their **Honeysuckle Bereavement Care Information Session** in 2022.



VOLUNTEER RESPONDERS (Mon-Sun, 0800-2200)

This is a popular role, that most volunteers aspire to joining. After completing 20 hours volunteering in ANC or Meet and Greet, and completing a half day training programme, volunteers can become a Volunteer Responder. Their training includes engaging with patients, making/changing beds, mealtime support and they are given optional training to support patients with additional needs.

The role was created by the Volunteer Services Manager during the pandemic to return volunteers to clinical areas to support patients and staff.

The Volunteer Responders can work autonomously, negating the need to be directed and supervised by the staff on the wards. They complete Check n Chat Rounds with women and patients, which generates the majority of their work, they also do Pharmacy Runs and help distribute the meals at meal times.

This role is invaluable in supporting patients and relieving staff time pressures which is proven through the introduction of effective impact measurement tools – see results below.



“Volunteers are amazing, they help and support staff and patients and they help out brilliantly during meal times and giving out refreshments. “We are blessed to have them”
Carol and Amy
Maternity Base Support Staff

Total Number of Patients Volunteers Engaged with: 11576

	QUESTIONS	ACTIONED BY	QTY	x minutes	Staff time saved	
					HH	MM
Q1	Showered?	STAFF INFORMED	42			
Q2	Bedding changed	STAFF INFORMED	58			
Q2	Bedding changed/made	VOLUNTEER	723	10	120	30
Q3	Operate Bed/Call System	VOLUNTEER	154	2	5	8
Q4	Fresh water provided	VOLUNTEER	2842	7	331	34
Q5	Given Food and Hot Drink	VOLUNTEER	1108	20	369	20
Q6	Directions to the Patient Kitchen	VOLUNTEER	84	5	7	0
Q7	Cots moved to within reach	VOLUNTEER	114	5	9	30
Total Time Saved					843	2

ANC VOLUNTEERS

(Mon-Fri, 0900-1700)

The volunteers support the smooth running of the clinic by ensuring the women have booked in at Outpatients prior to going to clinic, this reduces clinic delays and prevents women missing their appointments. The volunteers also encourage women who are required to bring a urine sample to produce one if they haven't brought one with them, this too helps reduce delays and keeps clinic running on time.

This role is perfect for new volunteers to start in. It is slower paced compared to some of our other volunteering opportunities i.e. Volunteer Responders, Meet and Greet, and as the volunteers are based in the one area and are supported by the clinic staff, they find the role easy to pick up and quickly establish a routine.

Number of patients volunteers engaged with: **2466**

Number of patients directed to OPD to book in: **497**

Number of patients asked to produce a urine sample: **318**

Number of patients shown the waiting room: **1076**

Staffs Time Saved: 199 hours



"I really enjoyed my shift at ANC, the staff there are very welcoming and reassuring. Thank you for helping me set up my first shift, I'm planning on doing more after next week as I enjoyed the role and liked the atmosphere of ANC"



HEWITT FERTILITY CENTRE (HFC) VOLUNTEERS

Introduced in September 2022, the **HFC Scientific Volunteer Role** is a new opportunity for volunteers to support the scientific team to provide better care to patients by alleviating certain tasks, allowing staff to dedicate more time to clinical duties and training, thus improving and reinforcing the current workforce.

It provides the volunteer with an opportunity to learn about the different roles scientists play in the field of reproductive medicine and allows them to shadow staff during their day, providing valuable insight of key responsibilities and implications of a scientist.

Volunteer roles are available at Knutsford site and Crown Street.

HFC volunteers provide support to women and partners when they arrive at the unit and support the administrative team.

7 volunteers have given a combined **150** hours of support to HFC.

PHARMACY RUNS

(Mon-Fri, 1030, 1300, 1430, 1600)

Volunteers have been helping deliver TTO's to departments across the Trust up to 4 times a day, Monday to Friday.

It is estimated they deliver **200** TTOs a month based on pharmacy workload. The Volunteers provide a valuable service in freeing up staffs time, given each pharmacy takes an average 20 minutes to complete, and TTO's being delivered regularly and timely can help the discharge process.

The volunteers did **419** pharmacy runs

Potentially freeing up **140** hours of staffs time



" I have two voluntary roles. Both are very interesting and rewarding. One day I'm welcoming patients to the hospital with a friendly smile and the next day I'm raising vital funds for the Neonatal Unit selling beautiful hand made items in the onsite Little Woollens charity shop"



LITTLE WOOLLENS (Mon-Fri, 1000-1600)

The stalwart team of **7** volunteers have dedicated over **1400** hours to opening the shop 5 days a week and helping maintain stock control and selling beautiful donated handknitted/crocheted baby items in the Little Woollens onsite shop.

The shop raises an average of £25k per annum. All monies raised go to support the Neonatal Unit. Making families experiences the best it can during what must be one of the most difficult times of their lives, when their child is critically ill on the unit. The funds go to support activities for siblings, foods for the family kitchen, art work for the unit and enhancing the overall facilities.

EVENTS & AD-HOC ACTIVITIES

Our versatile volunteers have supported various events for the organisations and ad-hoc requests for help.

These include:

- Place assessments,
- Maternity Voices Partnership meetings,
- General Admin i.e. mail outs, making packs, distributing flyers and leaflets
- Reviewing Patient Information leaflets,
- Supporting Neonatal Events: Sibling movies and Xmas Grotto,
- Staff and Patients surveys i.e. Green Plan Travel Survey,
- Charity and Fundraising events,
- Trust Events i.e. Nurses, Midwives and AHP thank you celebration.

These activities combined equate to approximately **125 hours**



CHAPLAINCY VOLUNTEERS

The hospital Chaplaincy Service seeks to build a relationship of trust through compassionate presence and thereby offer help and support to a diverse range of people. Such support might focus on the emotional or spiritual adjustment to illness, or a search for meaning and purpose during illness. The service also aims to help in crisis situations, including family/relationship issues as well as bereavement care. Volunteer Chaplains work alongside other health care professionals collectively and collaboratively to provide psycho-social-spiritual services for patients and families. Volunteer Chaplains possess a particular understanding of the relationship between faith, illness, and the emotional and mental conflicts that arise. A Volunteer Chaplain seeks to motivate and initiate meaningful use of each individual's beliefs and attitudes in the management of their problems.

The Volunteer Chaplains have volunteered over **5000 hrs**, providing on-site and on-call chaplaincy services.

OTHER VOLUNTEERING ROLES

The logo for Bliss Volunteers, featuring the word "Bliss" in a bold, teal font and "Volunteers" in a lighter teal font, both set against a light teal rounded rectangular background.

Bliss Volunteers provide peer support to families on the Neonatal Unit, signposting families to Bliss' information and support services.

STAFF PANTRY VOLUNTEERS

Our staff and volunteers help maintain the staff pantry. They regularly check produce, expiration dates, maintain stock, and distribute produce.

IN PROGRESS

Volunteer To Career Programme (VtC)

The NHS People Plan recognises the invaluable contribution volunteers have made to the NHS, but especially over the challenging last few years. It highlights the need to build “routes into employment for volunteers” and “inspire the next generation” of workers. Locally, the Liverpool Women’s Hospital NHSFT People Plan prioritises “growing for the future” through increasing recruitment from local communities.

What the VtC project entails?

LWH has been awarded funding from Health Education England (now NHSE), to build a project to support the recruitment, development, and progression of volunteers from local communities into paid roles within our services. Over a 12-month period, two cohorts of volunteers will be recruited, trained, and placed in the Maternity Bay Volunteer Role, based on Maternity Base, to gain the knowledge, skills and experience to go on to careers in health care. Volunteers will be given 6-month volunteering placements, they will be supported by the Volunteer Programme Co-Ordinator. During the volunteer placement, volunteers will complete the care certificate (excluding observations), gain the accredited National Volunteer Certificate, build a portfolio evidencing their work and personal development, and have access to application writing and interview skills workshops via OD and a local charity, Transform Lives Company. They can also access functional skills training (terms apply). On successful completion of the volunteer placement, volunteers would be guaranteed an interview for advertised LWH B2 and B3 supportive roles in clinical areas.

Maternity Bay Volunteer (Mon-Sun, 0800-2200)

The role will support the obstetrics multi-disciplinary team to help provide better care to women by alleviating certain tasks, allowing staff to dedicate more time to clinical duties and training, thus improving and reinforcing the current workforce. It provides the volunteer with an opportunity to learn about the different roles that multi-disciplinary team play within an obstetrics inpatient environment whilst gaining valuable training, insight and experience for potential career development if desired.

Ultimately the role focuses on enhancing our patient, visitor and staff experience, and to provide our volunteers with an enjoyable, rewarding and worthwhile experience.

MAU-ODU Volunteer (Mon-Fri, 1500-1900)

The waiting area of the MAU can be very busy, and women can sometimes be waiting a long time. Volunteers can help with the smooth running of the unit by making staff aware of when women arrive. They can help improve the women’s experience through support, communication and providing refreshments.

OUR PRIORITIES

The Volunteer Service is currently supported by one wte Volunteer Services Manager and one 12 month fixed term wte Volunteer Project Coordinator (post is externally funded by NHSE to support the VSM to implement a VtC programme). Despite the size of the team and the instability in terms of resourcing, the Volunteer Service will strive to:

- Support the trust in achieving it's strategic ambitions to represent local population of Riverside Ward. Widening participation and Growing our future workforce
- Develop the Volunteer Service intranet page
- Increase the number of volunteers by 25% from 147 to 184 (figures include active and inactive volunteers).
- To demonstrate the value and impact volunteers have on patient experience.
- Support the Maternity Transformation Improvement Plan
- Revive supporting patients with additional needs and dining companion voluntary roles.
- Raise the profile of volunteering within the Trust, developing new links with staff and departments.
- Continue promoting the National Volunteer Certificate to our volunteers
- Explore external funding opportunities to develop new volunteering programmes and expand the service. N.B. The number of funding opportunities that the Volunteer Service is eligible to apply for are limited due to the size of the trust and its specialism's.
- Further develop our partnership with *Helpforce*, NHS England and locally based Transform Lives Company to implement a successful Volunteer to Career programme



Thank you

Louise and Gina wish to thank the Senior Managers, Managers and Staff, for welcoming, supporting and recognising the value of volunteers. Without their support, we would not have a successful and well-regarded Volunteer Service at LWH.

We hope you enjoyed hearing about the outstanding work this small team provides and the amazing contribution the volunteers make to the organisation.