**Response Volunteers Trial**

XXX Ward Staff brief

**Thank you for agreeing to trial the new Response Volunteer service!** ☺ **This document is designed to help you understand more about Response volunteers and how you can help create a new service that works for you.**

**Aims of the service**

The Response Service is a team of volunteers trained to complete a selection of pre-identified activities that improve patient experience, reduce waiting times for discharge, increase patient flow or free up staff time so they can care for patients.

In Barts Health NHS Trust, Response volunteers have been supporting patients, staff and services successfully for over a year. 87% of staff at Barts felt that volunteers saved them time and 86% of staff were either satisfied or very satisfied with the support given to them by the volunteers. We know that volunteers cannot replace paid staff - but they can help reduce staff stress and fill some elements of the staffing gaps.

We would like to develop a similar service at George Eliot and we need your help to design a service that works for you and your patients. We want to develop the service in a trial with Melly Ward staff, test it out, make any improvements and then roll it out across the hospital. We’ll be looking for your feedback and suggestions at every step along the way.

Firstly we need to identify volunteer tasks that you feel would help support any of the following:

* **reduce waiting times for discharge and increase patient flow**
* **free up staff time so they can care for patients**
* **improve patient experience**

Thank you for the Volunteer Task Development Form, which identifies the following Responder Tasks;  
  
**1) Ward Telephone Support**

**2) Tea Round Assistant**

**3) Befriender (Patient conversations/buddy scheme)**

**4) Navigator / Escort / Waiting Room Companion**

Acceptance of this type of task which may involve Patient Moving and Handling has an identified training need that is in addition to our Volunteer Induction. We are sourcing this training and will get back to you with our progress. In the meantime we can accept requests for **waiting room companions**.   
 **\*Also our St Johns Ambulance volunteers are fully trained and able to complete this type of task - how to request their assistance is detailed below.**   
**5) Delivery of TTO’s to patient’s home address after discharge**.

We need some more time to accept the task of delivering TTO’s and will get back to you with our progress.   
  
  
We’ll keep reviewing the list with you so you can change them at any time and add more.

The voluntary services team are recruiting a team of volunteers who will fulfil these tasks when you need them to. All volunteers will receive a volunteer corporate induction, GEH ID badge, an enhanced DBS check and will be trained to meet the needs of the tasks identified by you. Volunteers can be given an IT account and systems training if required.   
  
We have devised a system to grade tasks and match competencies as follows -   
Standard, Intermediate, Advanced and Clinical - based on the environment and the identified skills required – this helps us put the right volunteer in the right place. We reviewed the Skills and Training requirements on the Melly volunteer task development form; this has helped us to grade your tasks accordingly. We have added these into our processes.

We are working to make volunteer responders available Monday – Friday 8.30 – 4.30pm.

**Clinical Volunteers (St Johns Ambulance)**  
A small number of volunteers have received advanced first aid training provided by St Johns Ambulance so will be able to help you with some clinical tasks and Patient Moving and Handling.  
How to request a St Johns Ambulance volunteer will be included in the request process.  
There is current (but limited) availability between 12:30-20:00 Monday to Friday, weekends and bank holidays – we can let you know when someone is available to support on Melly.

The voluntary services have developed a flexible service infrastructure and booking process to meet fluctuating demands. We have an availability map, skills matrix and process for logging and monitoring.  
To help you understand the process we have designed a flow chart. See appendix 2.

**How to Request a Volunteer Responder**   
  
Complete XXX Request Form V2 (copy attached) Appendix 1  
Email to XXXX If you are unsure you can call instead, Tel: XXXXXXX   
**Voluntary Services will;**  
- Let you know we have received your email.  
- Log your request, issue a UID Number and assign your task to a volunteer (match)  
- Issue the matched volunteer a task sheet, which contains the details from your request form   
- Confirm acceptance of this request via email, advising on timeframe  
- Let you know if we are unable to accept (match) your request, recording the reason too   
 as this will help us with service development.   
 **When the task has been completed:**

The volunteer will be asked to obtain a signature from the ward staff upon completion of the task.

We ask our volunteer to collect some non-confidential information, examples could be, how many steps they have taken, how many telephone calls, how many patients they have supported. This helps us evidence the impact of volunteering.  
  
We also ask for your feedback and send you a short form which will contain the UID of the task.  
We will review all feedback as this will help us to evaluate and develop this service.

**Thanks for your help!**

Has the task been completed?

**Volunteer completes task evaluation form**

**Yes**

**No**