HelpForce

MAKING MORE TIME FOR CARE

22nd June – HelpForce Event

Summary of Breakout Table Work

London Innovation Event – 22nd June 2017

Summary of breakout table work - context

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- On the 22nd June, HelpForce held an innovation event for trusts and VSCE partners across the country to reconvene, connect and share best practice to date.
- Nine patient pathway interventions were identified by the HelpForce team (see next slide) and attendees were given the challenge of trying to develop them in further detail.
- Each group took a slightly different approach – either thinking about the role description in further detail, the practicalities of implementation, examples of best practice to share or what the intervention could be used for.
- The outputs of these discussions are presented overleaf.
- Pilot sites will be deciding which volunteering interventions they take forward over the coming months and individual workshops will kick off with each organisation to develop the action plan to implement interventions by the end of the year.

Headline Interventions – Patient Pathway

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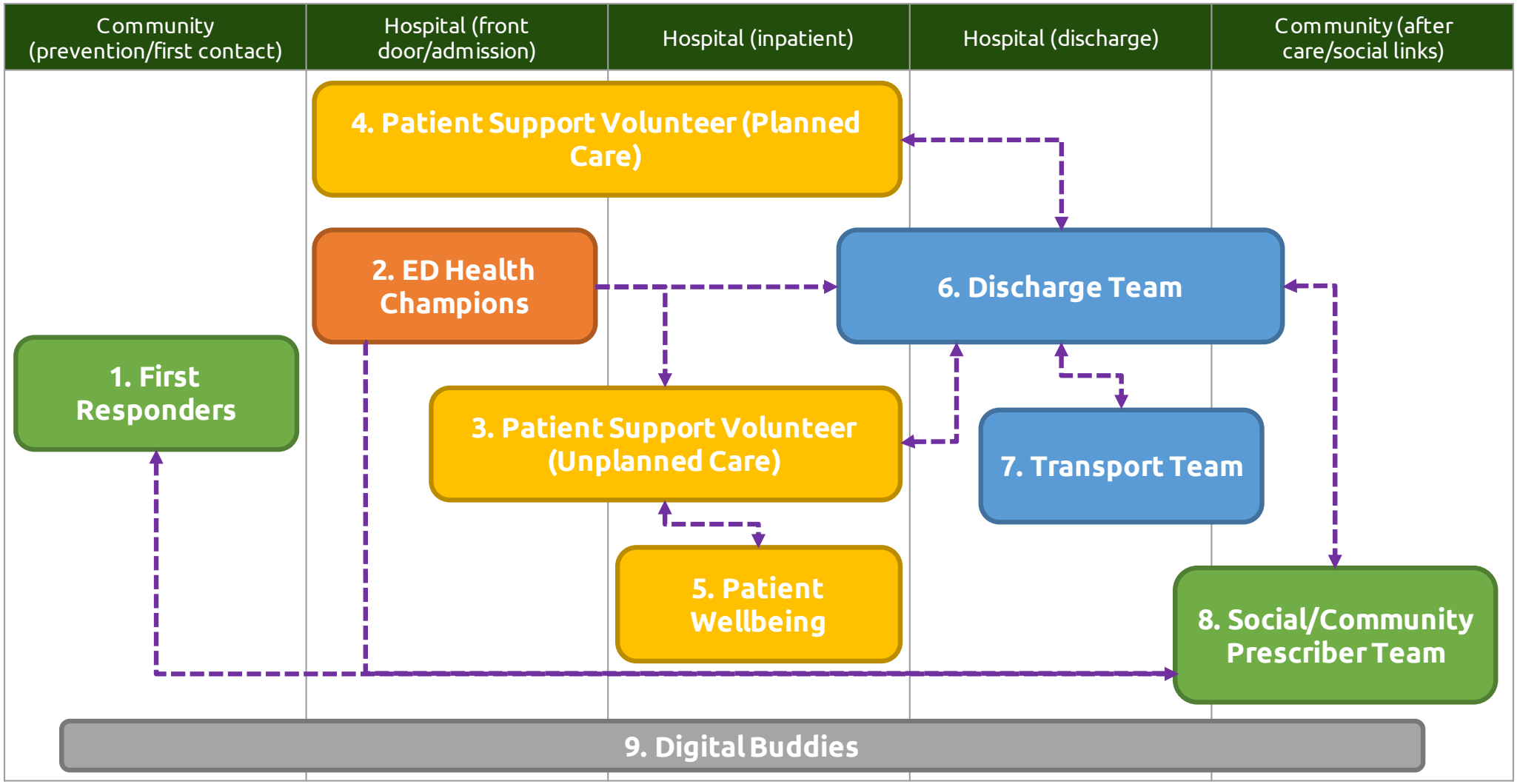

While there is natural overlap between many of these interventions, where there are anticipated to be daily direct links, this is illustrated with a dashed purple arrow (- - ▶)

Table 1 looked at the 'First Responder' intervention and thought about the enablers that would be needed to implement it.

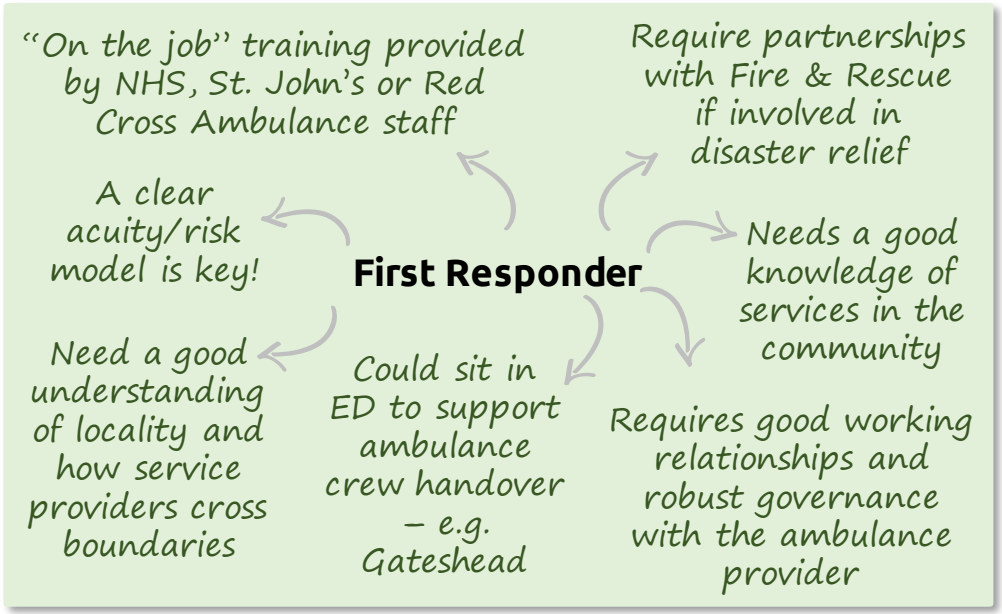

Table 2 looked at the 'ED Health Champion' intervention and thought about how they could help within the department

Table 3 looked at the 'Unplanned Care Patient Support Volunteers' intervention and thought about the role and enablers.

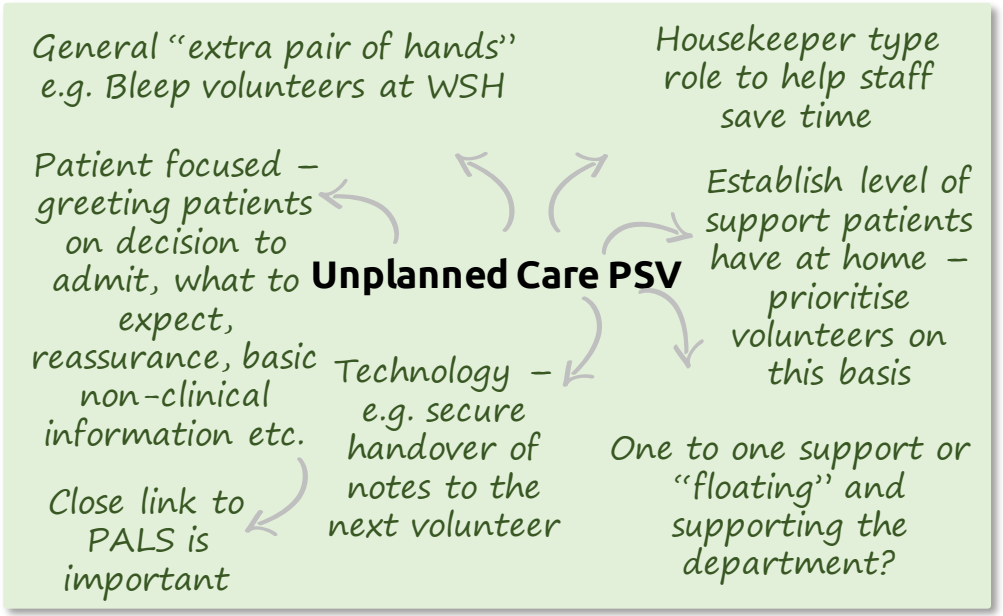

Table 4 looked at the 'Planned Care Patient Support Volunteer' intervention and thought about the role across a planned care pathway.

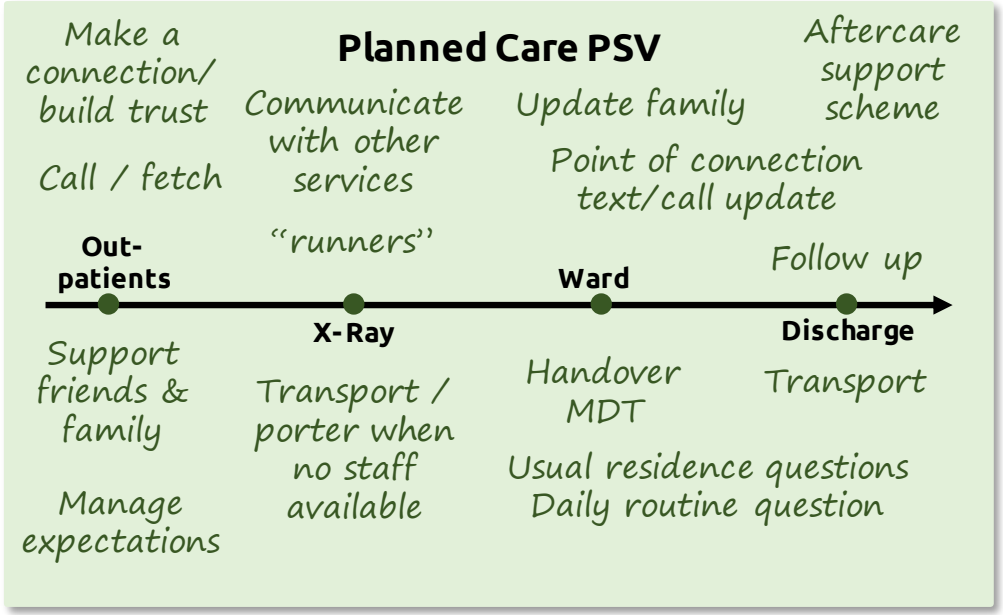

Table 5 looked at the 'Patient Wellbeing' intervention and thought about a number of different things

Patient Wellbeing

Critical success factors

- Training
- Risk assessment
- Ward engagement
- Leadership and management
- Part of ward skill mix
- Skill matching volunteers to placements
- Understanding impact on patient wellbeing

Examples to learn from

- Southampton: exercise, nutrition, befriending, F&F test, interpreters
- York: beverage volunteers, dementia champions, breastfeeding, EOLC volunteers
- Other ideas: cognitive stimulation, children & patient transfer

Table 6 looked at the 'Discharge Team' intervention and thought about the activities that a volunteer could do to support the discharge process.

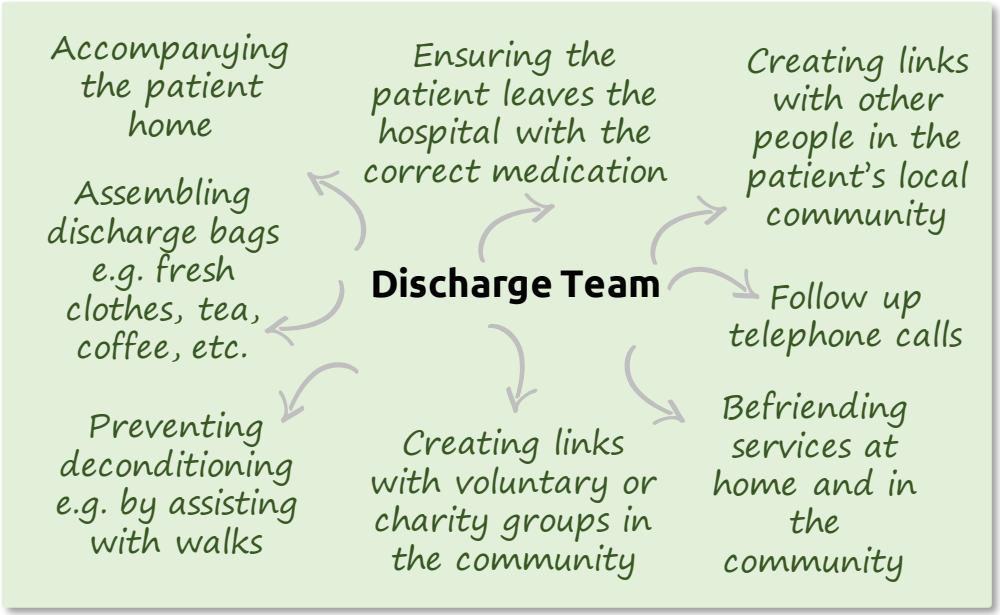

Table 7 looked at the 'Transport Team' intervention and thought about the examples to learn from and critical success factors.

Transport Team

Critical success factors

- Multidisciplinary teams
- Coordinated centralised budgets
- One strategy between all care settings
- Good volunteering management
- Patient empowerment
- Links to home from hospital services

Examples to learn from

- RVS & British Red Cross
- Uber & Supercarers partnership
- Sandwell NHS – building an app to map patient journeys from home to hospital
- Volunteer cycle drop in service for home visits

Table 8 looked at the 'Social /Community Prescriber Team' intervention and thought about the role across a planned care pathway.

Social/Community Prescriber Team