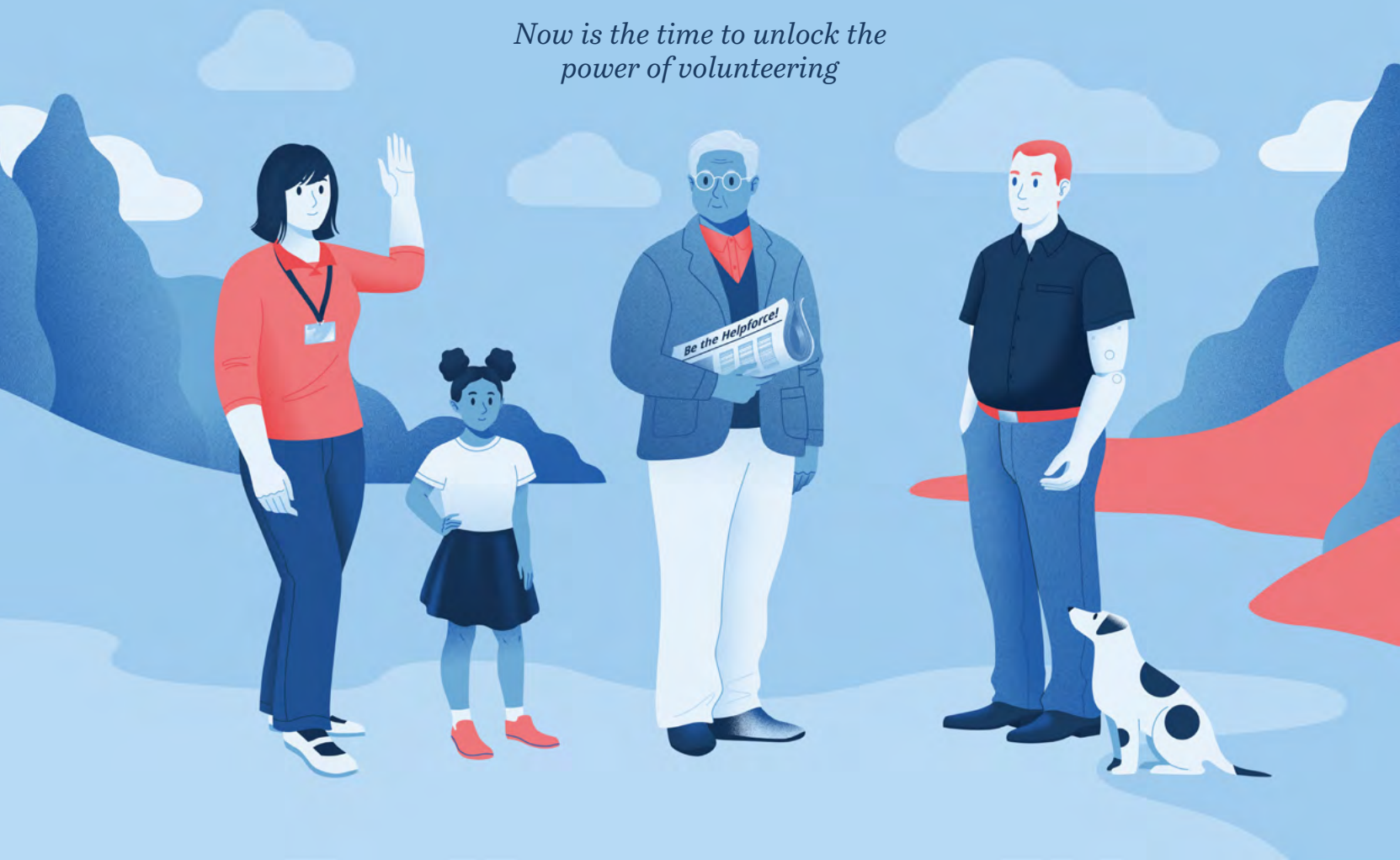


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Back to Health Year 1 Impact Report 2022/23

*Now is the time to unlock the
power of volunteering*





Contents

1	Welcome	4
2	About Back to Health and its impact	8
3	How the campaign helps to tackle pressing challenges facing health and care	22
	– Shortages of health and care staff to meet increased demand	
	– Pressure on health and care staff, leading to low morale and wellbeing	
	– NHS ambulance service under strain	
	– Declining public satisfaction with the NHS and social care	
4	Looking ahead	46
5	Final thoughts	62
6	Appendix	66
	– Examples of how organisations engage with the Back to Health campaign	

1

Welcome



Helpforce launched the Back to Health campaign in April 2022 with one simple but ambitious goal – to help **one million people** get back to health by 2025 through the power of volunteering.

But what does that mean?

Welcome by
Mark Lever, OBE
Helpforce CEO

#bethehelpforce



The Back to Health campaign sees Helpforce act as a catalyst that enables health and care organisations and integrated care systems to **work together**. We **must** create opportunities that enable volunteers to provide high impact support to patients, health and care staff, and people in their local communities.

Ultimately, we want to see:

- Patients on the waiting list knowing that they are not forgotten and their experience with the health and care system is positive while waiting for their treatment
- Patients in hospital to feel happier and recover faster thanks to the support of volunteers
- Health and care staff to have more time to focus on clinical priorities, take regular breaks, feel cared for and looked after
- Volunteers on a pathway to join the health and care workforce, whilst providing great care and compassion to patients and staff
- Vulnerable people to come home from hospital knowing that they have a strong network of support from volunteers in their communities.

Back to Health has been joined by 45 health and care organisations and has made a difference to over 165,000 people across the UK. Our evidence shows that when volunteer roles are created to maximise impact, volunteers can contribute significantly to our health and care system.

Good news

There is a high demand from the UK public to volunteer and support their local communities to get back to health. Through our recent YouGov survey, **56 per cent** of the public are already willing to help their local communities with their health and wellbeing needs. However, the number one barrier that stops them from doing so is a lack of flexibility in volunteer roles. This means that we need to create more volunteering opportunities with greater flexibility so more people can volunteer and become the link between health and care, creating a stronger and a more resilient community.

I hope you will be inspired by the power of volunteering after reading this impact report. Volunteering is vital to maintain the fabric of our society. **The Government, local authorities, health and care leaders and community organisations need to work together to put in place properly managed volunteer initiatives. Only then will we unlock its huge power for people across the UK.**

Mark Lever, OBE
Helpforce CEO

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2

About Back to Health and its impact



Back to Health Model

The Back to Health model illustrates how volunteers can be part of a person’s health and care journey and what they can do to improve the experiences for people, carers and staff.



Waiting well	Getting well	Recovering well	Living well
Roles <ul style="list-style-type: none">Waiting well volunteer callersFalls prevention	Roles <ul style="list-style-type: none">Active RespondersEmergency Department volunteers	Roles <ul style="list-style-type: none">Hospital to homeDischarge support	Roles <ul style="list-style-type: none">Community hubsFrailty pathway support
Outcomes <ul style="list-style-type: none">Avoid further deteriorationImproved readiness for procedures/treatmentIncreased support from existing community and voluntary services	Outcomes <ul style="list-style-type: none">Patients – avoid deterioration during hospital stay; get home on timeStaff time saved; improved satisfaction and engagement	Outcomes <ul style="list-style-type: none">Improved discharge supportReduced readmissionsReduced social isolation	Outcomes <ul style="list-style-type: none">Prevent ill health and manage long term conditionsIncreased support from existing VCS servicesReduce pressure on NHS services

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Support for organisations who join the Back to Health campaign

Helpforce provides health and care organisations tailored support to increase the impact of volunteer services. Patients get better experiences before, during, and after treatment, enabling them to live well afterwards.



Health and Care organisations can choose from one or more of the following support services:

Insight and Impact

- End-to-end evaluation of volunteer services.
- Helps health and care organisations gather evidence to prove the impact of the service.

Helpforce Network

Safe space for volunteer leaders to share best practice, learn together, and make connections.

Adopt and Adapt volunteering programmes

- Tailored support to deliver new volunteer services.
- Adopt and adapt existing volunteer services.

Back to Health Campaign

Helpforce is working tirelessly with our partners to bring the Back to Health campaign to life, making sure volunteering can help get the UK back to health.

During 2022/23, we worked with **45 partners** to deliver volunteering services that supported:

165,297 people

91,154 patients/clients

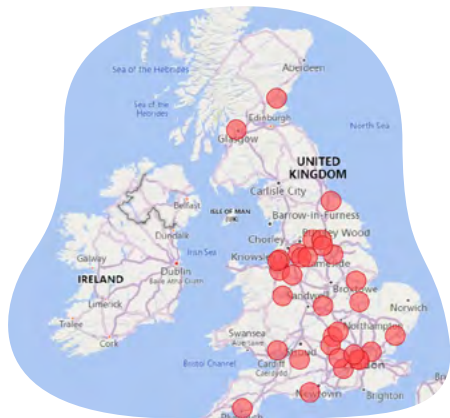
25,543 volunteers

48,600 staff

Key

People · Patients/clients · Volunteers · Staff

45 health and care organisations joined the Back to Health campaign



- Alder Hey Childrens Hospital NHS Foundation Trust

Aneurin Bevan University Health Board

Barking, Havering and Redbridge University Hospitals NHS Trust

Bart's Health NHS Trust

Beatson Cancer Charity

Bradford District Care NHS Foundation Trust

Camden and Islington NHS Foundation Trust

Central and North West London NHS Foundation Trust

Chelsea and Westminster Hospital NHS Foundation Trust

Cheshire and Wirral Partnership NHS Foundation Trust

Cheshire East ICP

Cornwall Voluntary Sector Forum

Friends of Moorfields Eye Hospital

George Eliot Hospital NHS Trust

Guy's and St Thomas' NHS Foundation Trust

Hale Community Centre

Hillingdon Hospitals NHS Foundation Trust

Hounslow and Richmond Community Healthcare NHS Trust

Kingston Hospital NHS Foundation Trust

Leeds Teaching Hospitals NHS Trust

Lincolnshire Community Health Services NHS Trust

Liverpool Women's NHS Foundation Trust
- Mid Cheshire Hospitals NHS Foundation Trust

Mid Yorkshire Hospitals NHS Trust

Moorfields Eye Hospital NHS Foundation Trust

NHS Tayside

North West Ambulance Service NHS Trust

North West Anglia NHS Foundation Trust

North West London ICB

Northern Care Alliance NHS Foundation Trust

Oxford Health NHS Foundation Trust

Oxford Health NHS Foundation Trust

Royal Berkshire NHS Foundation Trust

Shrewsbury and Telford Hospital NHS Trust

Somerset Partnership NHS Foundation Trust

South Central Ambulance Charity

South London and Maudsley NHS Trust

South Tees Hospitals NHS Foundation Trust

South Warwickshire NHS Foundation Trust

St Oswald's Hospice Ltd

Suffolk and North East Essex STP

University College London Hospitals NHS Foundation Trust

University Hospitals Coventry and Warwickshire NHS Trust

University Hospitals Plymouth NHS Trust

West London NHS Trust

Back to Health: Year 1 in numbers

* Evidenced outcomes are specific pieces of evidence we have gathered around the impact of volunteering in the health and care sector. For more information please see our website page [here](#).

We have created

30

innovative volunteer roles

We have supported

72

adopt and adapt volunteer projects

We have collected

89

evidenced outcomes*

We have welcomed

256

new network members

We have helped partners to raise

£1.83M

for volunteer services and programmes

We have completed

15

project evaluations

We have hosted

1,597

members at webinars/focused discussions

We have provided

141

downloads of volunteering service guides

#bethelphorce



“

“Helpforce has brought a systemic and structured approach to respond to the recurring challenges of discharging patients in a timely and safe way with the support of highly skilled and motivated volunteers. I would strongly urge other Health and Care ICPs to join the Back to Health campaign.”

JACQUELINE WILLIAMS,
ASSOCIATE DIRECTOR OF TRANSFORMATION AND INNOVATION,
EAST CHESHIRE NHS TRUST

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3

How the
campaign helps
to tackle pressing
challenges facing
health and care



How Back to Health helps to tackle health and care challenges

Shortages of health and care staff to meet increased demand

The challenge

- In September 2022¹, NHS Digital reports 133,466 full-time equivalent vacancies across the health service.
- Highest vacancy rate since June 2018.
- 29% YOY increase in vacancies since September 2021².

Back to Health approach

- Volunteer to Career (VtC) supports partners to create and implement projects that help volunteers explore health and care careers.
- Five NHS Trusts successfully implemented VtC programmes.
- 35 health and care organisations are now participating in VtC programmes.

1 [NHS Vacancy Statistics England April 2015 – September 2022 Experimental Statistics - NDRS \(digital.nhs.uk\)](#)

2 [NHS vacancies in England rise to new record high – Independent, December 2022](#)





Results so far

The results of the Volunteer to Career programme³.

73%

of volunteers went on to secure employment or further education/training⁴

89%

of volunteers increased or maintained their interest in a health/care career⁴

14%

improvement in workforce planning for volunteering Self Assessment Tool score⁵

29%

improvement in volunteer to career pathway Self Assessment Tool score⁵

- ³ Five NHS Trusts participated in the first cohort of VtC projects, between September 2021 and September 2022. At the time of evaluation, 82 volunteers had or were continuing to participate in the VtC programme. 46 volunteers had completed the pathway. (Trusts in this cohort include: Camden and Islington NHS FT, South Tees Hospitals NHS FT, Bradford District Care NHS FT, Alder Hey Children's Hospital, and Leeds Teaching Hospital NHS Trust.)
- ⁴ Volunteer feedback on their career aspirations was captured at periodic intervals. Volunteers were asked about their interest health care career and if they had secured employment or further education as a result of the pathway.
- ⁵ Participating organisations completed a self assessment (SAT) measuring the organisation's progression against development and integration of their volunteering strategy. Two of these indicators include recognition of volunteers within workforce planning and the implementation of career pathways for volunteers.



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“““

“So many dedicated volunteers have been able to lend their support to the Trust while growing skills and experience invaluable to a career in healthcare. We are deeply grateful to all the work our volunteers do to improve the patient experience at Moorfields, and would certainly recommend the Helpforce Volunteer to Career programme to anyone interested in joining the NHS.”

MARTIN KUPER, CHIEF EXECUTIVE AT MOORFIELDS EYE HOSPITAL

#bethelpforce

How Bradford District Care NHS Foundation Trust fast-tracks volunteers into healthcare careers



The Challenge

Like other NHS Trusts in England, Bradford District Care NHS FT had challenges with filling their vacancies. It was time to look at non-traditional routes to attract the right talents to their organisation.

The solution

The Trust was selected as one of first five Trusts in the UK to take part in Helpforce's Volunteer to Career programme, funded by the Burdett Trust for Nursing. When joining the programme, they received extensive help from Helpforce to develop a career pathway that enables volunteers to pursue a career in health and care. For the project, the Trust worked with their Health Visiting team to have five volunteers in the Baby Clinic. The volunteers did the routine weights and measures, created more time for health visitors to speak with parents and/or carers directly.

Results

- 4 out of 5 volunteers have secured NHS jobs or explored further training in nursing
- Bradford District Care NHS FT embeds VtC into its recruitment strategy and expands programme.

The initial encouraging results motivated the Trust to expand the programme where it is becoming more embedded in their strategy moving forward.

Bob added: *“The transition from volunteering into employment, whether part time or full time, or temporary or permanent, should be seen as a natural and seamless process and Bradford District Care NHS Foundation Trust is proud to be participating so actively and successfully in this programme and making it sustainable for the future.”*

(Full case study can be read [here](#))



“

The introduction of the Volunteer to Career programme provides an excellent vehicle for harnessing talent and enthusiasm to make a difference to our service users and their carers and families”

BOB CHAMPION, CHIEF PEOPLE OFFICER AT BRADFORD DISTRICT CARE NHS FT

How Back to Health helps to tackle health and care challenges

Pressure on health and care staff, leading to low morale and wellbeing

The challenge

According to NHS Employers (2022):

“NHS staff are grappling with increasing pressures, rising burnout levels, and the cost-of-living crisis. It has therefore never been more challenging or critical to look after our people.”⁶

The 2022 NHS staff survey reports that almost 45% of staff have felt unwell as the result of work-related stress (up from 40% in 2018)⁷.



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Back to Health approach

Through the Back to Health campaign, Helpforce has supported many health and care organisations to design new volunteering initiatives with the aim to alleviate pressure on staff and provide efficiencies in patient care.

For example, Active Response volunteers reduce the need for staff to leave the ward as volunteers can collect patient prescriptions, deliver lab samples, help patients to move wards, and stock PPE cupboards, providing invaluable time back to staff members who would otherwise have had to undertake these tasks directly.

⁶ [Staff experience in the NHS](#) – NHS Employers, November 2022.

⁷ [National results, NHS Staff Survey 2022](#) - nhsstaffsurveys.com, March 2023.



Results so far

Across several volunteering interventions, staff were asked about the impact volunteer support had for them.

81%

agreed that volunteers support helped them to feel less stressed ⁸

84%

agreed that volunteers improve the working lives of staff ⁹

90%

agreed volunteer support is helpful in allowing them enough time to deliver good care ¹⁰

59mins

of time was saved for each volunteer interaction, staff have estimated ¹¹

⁸ N= 146 staff responses across 8 health and care organisations.

⁹ N= 133 staff responses across 7 health and care organisations.

¹⁰ N= 107 staff responses across 7 health and care organisations.

¹¹ N= 46 staff responses across 5 health and care organisations.

How Back to Health helps to tackle health and care challenges

NHS ambulance services under strain

The challenge

February - August 2021

- 999 calls for serious conditions rose 51%¹².
- Significant increase in pressure to ambulance, emergency services and wider NHS.

December 2022

- All time low of ambulance response times recorded
- 31% of ambulance capacity lost due to handover delays¹³.

Back to Health approach

- Helpforce has evaluated an innovative Low Acuity Community First Responder (CFR) pilot with an ambulance trust.
- The project aimed to ease pressure on the ambulance service by utilising trained CFR volunteers to respond to ‘low acuity’ (less urgent) emergency calls.
- Helpforce will look to deliver a broader evaluation involving more ambulance trusts in Phase 2 of the evaluation.



Our findings

Phase 1 of the evaluation covering a six-month pilot in one ambulance trust found 375 Low Acuity - assigned CFR calls were completed.

469

hours of ambulance time saved ¹⁴

77%

of CFR-handled calls resulted in non-ambulance attendance ¹⁴

¹² [Ambulance service pressures need a whole-system response](#) – NHS Confederation, October 2021
¹³ [National Ambulance Data](#) – Association of Ambulance Chief Executives, January 2023.
¹⁴ N= 375 low acuity CFR calls. Ambulance hours saved based on average job cycle times taken from the ambulance trust’s case reporting systems over the period of the pilot.

How Back to Health helps to tackle health and care challenges

Declining public satisfaction with the NHS and social care

The challenge

- 2022 saw public levels of satisfaction with NHS at their lowest since records began in 1983¹⁵.
- 51% of people were dissatisfied with NHS.
- Support for NHS and its guiding principles remains strong amongst the public.

Back to Health approach

- Back to Health projects show positive patient experiences:
 - Hand-holding
 - Falls prevention
 - Mealtime support
- Patients more likely to report empathy from NHS services that include volunteer initiatives like this.



¹⁵ Public satisfaction with the NHS and social care in 2022 – The Nuffield Trust and The King’s Fund reporting on British Social Attitudes 2022 survey results, March 2023



Results so far

Patients were asked about the impact of volunteers' support on them and they said:

96% 95% 83%

*agreed that the volunteer cheered them up/improved their mood*¹⁶

*agreed that the volunteer helped them to feel less anxious*¹⁷

*felt they were shown care/compassion*¹⁸
(vs. 71% for patients not supported by volunteers)

82% 82% 77%

*felt they were made to feel at ease*¹⁹
(vs. 71% for patients not supported by volunteers)

*felt they were really listened to*²⁰
(vs. 71% for patients not supported by volunteers)

*were extremely likely to recommend the hospital*²¹
(vs. 64% for patients not supported by volunteers)

16 N= 219 patient responses across 2 health and care organisations.
17 N= 216 patient responses across 2 health and care organisations.
18 N= 227 responses from patients supported by a volunteer, N= 123 responses from patients who were not. Across 2 health and care organisations, respondents were asked to rate their healthcare provider's ability to show care and compassion.
19 N= 228 responses from patients supported by a volunteer, N= 121 responses from patients who were not. Across 2 health and care organisations, respondents were asked to rate their healthcare provider's ability to make them feel at ease.
20 N= 226 responses from patients supported by a volunteer, N= 123 responses from patients who were not. Across 2 health and care organisations, respondents were asked to rate their healthcare provider's ability to really listen to them.
21 N= 288 responses from patients supported by a volunteer, N= 124 responses from patients who were not. Across 2 health and care organisations.

Case Study

Jackie's story

Patient, Jackie Harris (London), was referred to the Falls Prevention Programme at Kingston Hospital after being identified as being at risk of falling. Just before the programme started, Jackie was unwell and was taken to the Emergency Department. The admission had knocked her confidence with walking outdoors and she did not feel as mobile as she was prior to admission. When offered the programme, Jackie was delighted that such a service existed and was determined to improve her strength and confidence.

In partnership with Helpforce, Kingston Hospital designed a programme to improve functional fitness, increase a patient's confidence to cope at home and reduce isolation and loneliness. The Falls Prevention Programme saw volunteers paying visits to patients like Jackie at their homes once a week for up to eight weeks. During this period, volunteers would call patients to ensure they were doing ok with the exercises.



Jackie said: *“The exercises are not difficult. It’s about getting your legs and hips strong. I found the programme very encouraging, and it made me want to do more.”*

When asked what she thought about the support that she received from her volunteer, Bianca, Jackie said: *“One of the reasons that I enjoy doing this programme so much is because of Bianca. She has been so friendly and encouraging. It’s not just about doing exercise, we chat a lot as well, and it really helped lift up my mood.”*

After the eight-week programme, Jackie could tell there was a difference to her fitness. She said: *“I know that I can walk faster than I used to. I am definitely stronger. Now, I can get to the top of my road and that makes a massive difference to my self-confidence.”*

4

Looking ahead



The Back to Health campaign is entering its second year. Our focus is to work with more health and care organisations and partner with more Integrated Care Systems (ICS). Every project we undertake helps us understand how volunteers can better support patients and staff as we all tackle the varying challenges facing the health and care system.

Health and care challenges

Long waiting lists for elective appointments

Over 7 million people are currently waiting for treatment, and 406,035 of those have been waiting over a year²².

Back to Health approach

‘Waiting Well’ initiatives to connect volunteers with patients on waiting lists, aiming to reduce patient anxiety by:

- Providing valuable updates.
- Answering questions.
- Helping them to prepare for upcoming hospital visits and completing referrals / signposting as required.

22 [NHS backlog data analysis](#) – British Medical Association, January 2023, England only.



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Health and care challenges

Pressure on bed capacity

Overall bed numbers have declined while occupancy rates have been increasing. Since 2010 average bed occupancy has consistently exceeded what is considered to be a safe level²³.

Back to Health approach

Getting Well’ initiatives including Active Responder roles help to facilitate faster discharges.

23 [NHS hospital beds data analysis](#) – British Medical Association, December 2022, England only.

Health and care challenges

High hospital readmission rates

The rate of patients returning to hospital in an emergency within 30 days of discharge has been on an upward trend²⁴. It is estimated that 40% of older adults fall within six months of discharge, with over half of these resulting in significant injury²⁵.

Back to Health approach

We have been working with some of our partners to develop new initiatives that will allow volunteers to connect with recently discharged patients to check how they are coping at home, deliver preventative exercise programmes to reduce the risk of falling, and make onward referrals as required, with the aim of reducing readmission.

24 3b Emergency readmissions within 30 days of discharge from hospital – NHS Digital, March 2022. England only.

25 Evaluation of the Sustained Effect of Inpatient Falls Prevention Education and Predictors of Falls After Hospital Discharge – Hill et al, Journal of Gerontology: MEDICAL SCIENCES, 2011





Health and care challenges

Health inequalities

The gap in life expectancy between the most and least deprived areas in England has been widening over the last decade²⁶ and people living in more deprived areas experience higher levels of diagnosed illness²⁷. Reports by the Kings’ Fund and Healthwatch suggest the majority of patients do not receive enough information or communication during their wait. People from poorer areas, lower incomes and BAME backgrounds wait longer, experience more pain and struggle to manage work whilst waiting²⁸.

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Back to Health approach

- Waiting Well telephone services to help patients are prepared for appointments and have the right information and support.
- Remove barriers to volunteering and ensure equitable opportunities are available.

26 [Health Inequalities Dashboard: statistical commentary](#) – gov.uk, June 2022, England only.
27 [Quantifying health inequalities in England](#) – The Health Foundation, August 2022, England only.
28 [People living in the poorest area waiting longer for hospital treatment](#) – The King’s Fund, 2021

Health and care challenges

Increased handover times adding strain to NHS ambulance services

- October 2019, 2% of ambulance handovers exceed 1 hour.
- October 2022, 18% of ambulance handovers exceed 1 hour.
- 44,000 patients experienced potential harm as a result of +1 hour delays.
- 23% of ambulance capacity lost to delays compared to 7% in October 2019²⁹.

Back to Health approach

Community first responders support patients to be seen and supported quickly. The role aims to achieve fast response times as well as increased hospital avoidance. These roles will be rolled out across the 14 UK ambulance services and we will work with them to evaluate their collective outcomes.

29 National Ambulance Handover Delays –Association of Ambulance Chief Executives, November 2022.





Health and care challenges

Increasing delayed discharges

- July 2022 - NHS leaders suggest absence of care packages is principal reason medically fit patients remain in hospital for longer than required³⁰.
- November 2022 - Up to 1 in 3 hospital beds in England occupied by patients medically fit to be discharged, but unable to leave due to lack of community care and support³¹.

Back to Health approach

- Community Support Services can provide vital support
- 71% of patients report improvement to dependency level after participating in home-based support service³².
- Helpforce supports the development, implementation and evaluation of community exercise and wider discharge initiatives.

30 [NHS leaders warn that social care workforce crisis risks patient safety](#) – NHS Confederation, July 2022.
31 [Up to one in three English hospital beds occupied by patients fit for discharge](#) – The Guardian, November 2022.
32 [NIAC 2018 Key Findings, England](#) - The National Audit of Intermediate Care, 2018

Additional evidence findings

Alongside the headline findings included in this report, Helpforce have also gathered evidence on a number of additional outcomes of volunteering services.

Further information about our evidenced outcomes can be found [here](#).



Green evidence strength - Compelling evidence of impact based on good sample and comparative data and/or attribution
Amber evidence strength - Promising evidence, but further research may be required to increase confidence in findings

25%
more patients had enough support to eat their meals with volunteer support

Mealtime support volunteer
Salford Royal NHS Foundation Trust
Evidence strength: **Green**

90%
of staff agreed that volunteers are a key part of their team

Trauma ward volunteer
Bart's Health NHS Trust
Evidence strength: **Green**

98%
of volunteers feel well supported and
93%
feel safe when volunteering

General volunteering services
Beatson Cancer Charity
Evidence strength: **Green**

94%
of service users said volunteers improved their experience

Baby clinic volunteer
Bradford District Care NHS Foundation Trust
Evidence strength: **Amber**

79%
of staff agreed volunteers supported them in their work

Patient leadership
Royal Berkshire NHS Foundation Trust
Evidence strength: **Green**

95%
of volunteers improved their knowledge of health care related issues

Patient leadership
Royal Berkshire NHS Foundation Trust
Evidence strength: **Amber**

21%
more patients were extremely likely to recommend the hospital after receiving volunteer support

Handholding volunteers
Moorefields Eye Hospital
Evidence strength: **Amber**

12%
improvement in staff views that volunteers are beneficial to the organisation

Volunteer to Career
Chort 1
Evidence strength: **Green**

100%
of volunteers agreed volunteering increased their sense of purpose

Mealtime support volunteer
Salford Royal NHS Foundation Trust
Evidence strength: **Amber**

5

Final thoughts



*For us, the evidence is loud and clear:
Well-designed volunteering roles can play a significant
part in addressing some of the most pressing challenges
facing health and care. With volunteers' help, patients
can have a better experience during their health and
care journey, freeing up staff time to focus on what they
were trained for – treating the sick.*

*There is still time for more health and care organisations,
charities, as well as Integrated Care Systems to join the
Back to Health campaign. Together, we can help one million
people get back to health.*

*If you wish to learn more about the campaign or how to join,
email us today at **help@helpforce.community***

Press queries:
*For any press queries, please email to
Vy Tran, Communications and Content Manager at
vt@helpforce.community*

Thank you to our supporters and funders

We are only able to provide this support to our partners due to the
incredible funding we receive from a range of great organisations.

Thank you for supporting us and believing in us.

Our funders include:

The Burdett Trust for Nursing

The Oak Foundation

The Said Family

The Garfield Weston Foundation

The John Armitage Charitable Trust

The Peacock Charitable Trust

NHS England

The Swire Charitable Trust

The Schroder Foundation

6

Appendix



Power of Partnership

Examples of how Helpforce supports organisations who join the Back to Health campaign

BACK TO HEALTH PHASE	ORGANISATIONS	HOW HELPFORCE HELPS
Waiting Well	Aneurin Bevan Hospital	Supporting the cancer services team to develop volunteer roles that aim to tackle non attendance to diagnostic procedures and improve patient experience.
	Yeovil Hospital	Sharing our learning and expertise from developing contact center models elsewhere to design a model that supports patients meet set goals before surgery. For example weight loss, smoking cessation and stabilising diabetes.
	Kingston Hospital NHS Foundation Trust and Hounslow and Richmond Community Trust	Working with the Volunteering teams to expand existing high impact volunteering roles into new areas such as pre-operative services, so that volunteers can support patients in getting fit and ready for their surgery.

BACK TO HEALTH PHASE	ORGANISATIONS	HOW HELPFORCE HELPS
Getting Well	Bradford Allied Health	Sharing with the organisation knowledge and expertise to adopt and adapt Helpforce’s existing Dining Companion Model, where volunteers help with feeding patients so they have enough nutrition and hydration to aid their recovery. Connecting the organisation with other organisations who have already run this programme at their places.
	Moorfields Eye Hospital	Supporting the organisation to design the Hand Holding volunteering service where volunteers provide emotional support to patients during their operations, helping them feel calmer and relaxed. Supporting the organisation to collect data and evidence to demonstrate the impact of the programme.
	University Hospitals Plymouth NHS Trust	Supporting the Trust to adopt and adapt Helpforce’s Active Response Volunteering model, so that volunteers can respond to patients and staff’ needs quickly, helping to save staff’s time and enhance patients’ experience.

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BACK TO HEALTH PHASE	ORGANISATIONS	HOW HELPFORCE HELPS
Recovering Well	Great Western Hospital	Working with the Volunteering team and the Falls Lead at the Trust to adapt the Falls Prevention volunteering service, where volunteers provide prescribed exercises to patients at home, who have recently been discharged from hospital. The aim is to help improve their balance, fitness and self-confidence, as well as the reduce the risk of falling.
	Cheshire East Place Partnership	Working with the organisation to develop the Discharge volunteer support pathway where volunteers help speed up the discharge process and help patients settle in at home.
	Somerset Partnership NHS Foundation Trust	Supporting the organisation to run the Volunteer to Career programme and help the organisation to develop a new service where volunteers provide more support to their local communities.

BACK TO HEALTH PHASE	ORGANISATIONS	HOW HELPFORCE HELPS
Living Well	Bradford District Care NHS Foundation Trust	Scaling the Well Together Service and measuring its impact. This service aims to improve health and wellbeing through volunteer-led activities in the local communities. The groups are centered around four key areas; building skills or hobbies, physical activities, mental health and wellbeing support, and medical condition management.
	Northumbria Healthcare NHS Foundation Trust	Working with the Trust to develop domiciliary volunteering support where volunteers can pay regular visits to patients in their home, ensuring they have enough food and medicine at home, providing patients a safe ear for listening.
	St Oswald's Hospice Ltd	Evaluating the impact Lymphoedema volunteers have on patients and hospice teams. Identifying opportunities to improve the service model and scale it, as well as developing career pathways for volunteers.

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