

Volunteer Services Annual Report

Author: Alison Reynolds Volunteer Services Manager

Sponsor: Julie Smith, Chief Nurse

Trust Board paper F

Executive Summary

This is the UHL Volunteer Services Annual Report for 2016-17 in the format of a desk notepad. It is hoped that this will not only be informative but also useful a visual reminder of the value that volunteers bring to UHL.

Patient Experience

Volunteers should always improve the patient experience within UHL. At every stage of the recruitment, training, placement and continued development of volunteers their impact on patients is considered and where possible measured. The Annual Report is a user friendly way of sharing the information about volunteers and volunteering within UHL as widely as possible.

Volunteering

Volunteering is a two way process that should be mutually beneficial. The challenge we face as a service is maintaining a reasonable balance between meeting the needs of the volunteers and of the patients they support.

We try to manage a diverse volunteer force representing all sectors of the community we serve and actively seeking to recruit from underrepresented or harder to reach areas.

We try to maintain a core of volunteers who are able to make a sustained and longer term commitment to volunteering and also manage the throughput of volunteers whose involvement is much briefer but still valuable.

We seek to meet the needs of a Trust and Services that have a changing demand for Volunteer Support.

Recognising our Volunteer

Our team work very hard to ensure that the value of our volunteers involvement is recognised and rewarded.

We greatly value the Trust's commitment to the Annual Thank You Event and also the Volunteer of the Year Award presented at the Caring at its Best Event.

Conclusion

This report offers an insight into the added value that volunteers bring to our Trust and contains facts and figures to illustrate this.

The reason for choosing to present it in this format was to offer an item that could be used by the recipient whilst continuing to keep the profile of volunteers raised.

The report will be handed out to potential and existing volunteers, staff and members of the public. Its format and content makes it relevant, informative and of interest to a variety of individuals.

Input Sought

The Trust Board is asked to:

- Receive and read the Report
- Continue to support Volunteer Services within the Trust

- As any questions relating to Volunteering within UHL or any aspect of the report

For Reference

1. The following objectives were considered when preparing this report:

Safe, high quality, patient centred healthcare	Yes
Effective, integrated emergency care	Yes
Consistently meeting national access standards	Not applicable
Integrated care in partnership with others	Yes
Enhanced delivery in research, innovation & ed'	Not applicable
A caring, professional, engaged workforce	Yes
Clinically sustainable services with excellent facilities	Yes
Financially sustainable NHS organisation	Not applicable
Enabled by excellent IM&T	Not applicable

2. This matter relates to the following governance initiatives:

Organisational Risk Register	Not applicable
Board Assurance Framework	Not applicable

3. Related Patient and Public Involvement actions taken, or to be taken:

This patient story consists of feedback from a patient directly about their experience of care. In response to this feedback the Trust identifies how best practice will be disseminated across the organisation.

4. Results of any Equality Impact Assessment, relating to this matter: Not applicable

5. Scheduled date for the next paper on this topic: Not Applicable

6. Executive Summaries should not exceed 1page. My paper does comply

7. Papers should not exceed 7 pages. My paper does comply

Thank you to all our volunteers



For more information about volunteering within University Hospitals of Leicester or to register your interest, please visit our website: www.leicestershospitals.nhs.uk

Volunteer Services Our year 2016/17

NHS
University Hospitals
of Leicester
NHS Trust

Caring at its best



★
Please use this scribble pad to remind you of everything that our amazing volunteers do.
★ ★

Ward Support/Mealtime Assistant Volunteers

Supporting patients with basic activities in the ward environment continues to be one of our most popular and needed roles.

Training includes...

- Food handling
- Speech and language therapy
- Nutrition

New this year...

Ward Support Cards

We have introduced Ward Support Cards this year which allows volunteers, staff, patients and visitors to know at a glance how volunteers can help.



Activity Boxes

Since the Patient Experience team introduced activity boxes to the majority of our wards our volunteers have even more ways to engage patients. They include large print crossword puzzles word searches playing cards, jigsaw puzzles, chess, draughts, backgammon and dominoes sets, adult colouring books and pencil crayons, watercolours and brushes



"I enjoy the Ward Support Role as it is always very busy on the Ward. This means there is always a patient, Nurse, HCA, Doctor and even a Housekeeper to offer support to. I have got involved in ringing patients relatives, fetching things for Nurses and patients, carrying out the tea round and helping with dinner trays. I have found it so rewarding and have felt so privileged to have been given the opportunity to give something back to the NHS."

Jayshree Corraall
Ward Support/MTA volunteer

Forget me not Volunteers

Forget me not Volunteers support patients with dementia during their stay in hospital by engaging them in meaningful activities.

Support includes...

- 'Posh'Tea Rounds
- Reminiscence
- Arts/Crafts
- Music

New this year...

We have introduced a handbook for our Forget me Not volunteers giving them handy tips on ways to engage patients and how to keep themselves and their patients safe.



13
Forget me Not
Volunteers

717
patients
supported

483
hours of
volunteering



"I volunteer as a 'forget me not volunteer' on a ward that specialises care of the older person. I love hearing beautiful stories, from life experiences, travelling memories, war memories such as life of rationing and air raid shelters – this inspires me to find out more about the person and I am grateful for them to share their fond memories that mean the most to them."

Neeral Pattni
Forget me not Volunteer

"I first became a volunteer because a relative of mine was volunteering as a buggy driver. The library seemed like a good place to start as it was with other people. I then tried the Forget Me Not role when it initially started and really enjoyed it. It is good that I am a similar age to the patients and it does me good reminiscing with patients about things from our past. I am lucky to be able to do this. I really enjoy it and am annoyed if I can't come in. I love the fact that I get to

meet unexpected people. I once met a man who had worked at the same place as me, we had lived close to each other, knew the same people but had never met. I was also able to help a couple of patients who spoke German as I can speak a bit of German too. I just really enjoy it."

June Miles
Forget me not
Volunteer



What does volunteering
mean to you?

'I am only one, but I am one.
I cannot do everything, but I can do
something. And I will not let what I
cannot do interfere with what I can do'.

Edward Everett Hale



Other Volunteering Roles

There are lots of ways that volunteers help support patients from knitting blankets to keeping gardens tidy - just too many to list!

PAT dog Suttu

Suttu our PAT dog visits wards at LRI twice a week helping cheer up patients and their families. She is especially popular in the Children's wards. Staff love her too!!

Glenfield Support Shop

12 Regular Volunteers

Staff, patients and members of the public all donate to and buy from the shop.

Amount of money raised by the shop this year £27,000

The shop celebrated it's 25th Anniversary on September 15th 2016

Volunteer Ann Cook has been leading a team of volunteers since the shop opened and was thanked by both the Chairman Karamjit Singh and by Tim Diggle, Head of Hospitals Charity.

Amount of money raised by the shop this year
£27,000



SUPPORT SHOP

OPENING TIMES...

10.00am - 4.00pm
MONDAY TO FRIDAY

Please call again!



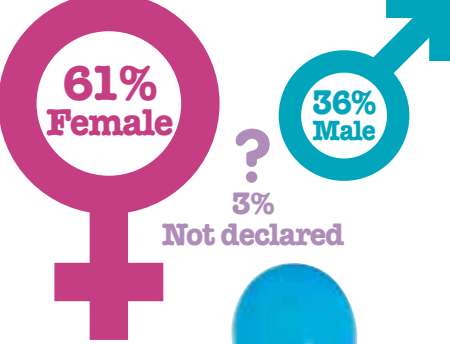
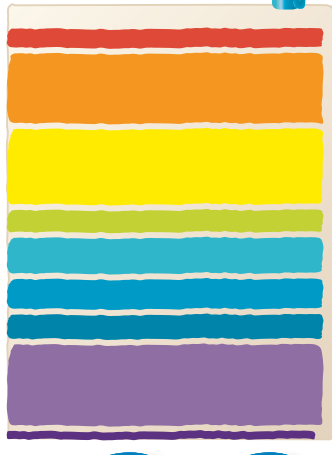
Our Amazing Volunteers

Volunteers come from all backgrounds with a wide range of different skills and experiences, as diverse as the patients we care for. Each volunteer has something to offer and makes a real difference to our patients.



Age groups of Volunteers

81+	5%
71-80	19%
61-70	21%
56-60	6%
46-55	10%
36-45	8%
26-35	7%
18-25	22%
Under 18	2%



Youngest Volunteer

Maryam Makda 17

"I had three distinct reasons for eagerly wanting to start volunteering. One was the opportunity to help patients each with their own story. Two, was really just being in a hospital environment and three was the experience I would gain from it. Those reasons combined are why I wanted to, and I am currently enjoying my time volunteering."



Oldest Volunteer

Diana Goddard 88

"I worked in the hospital for 21 years and when I retired I missed the hospital environment.

I have been volunteering with the Chaplaincy for more than 21 years. I came because I enjoy company and have made friends with volunteers and staff. I love chatting to patients and they like seeing someone new and getting away from the ward and going to the service. If I can help just a little bit and make a difference then it's worth it.



88

What does volunteering mean to you?

"The smallest act of kindness is worth more than the grandest intention".

Oscar Wilde



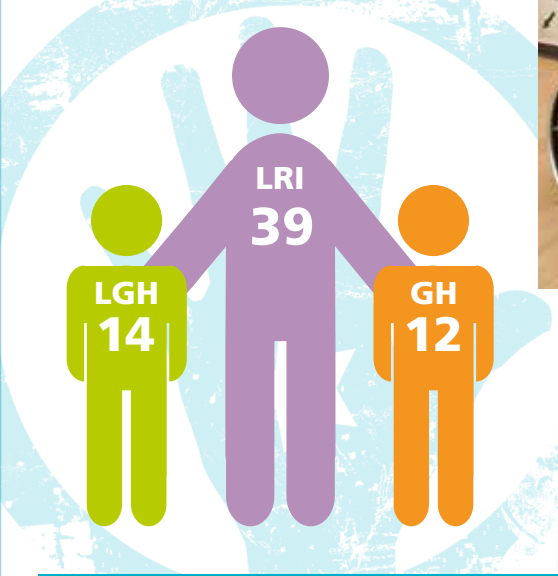
Meet and Greet Volunteers

Meet and greet volunteers welcome patients and visitors to our Hospitals and help them find their way...

They also...

- Help to reduce stress and anxiety
- Wheelchair hunters and pushers
- Delivery and collection experts
- Taking E-greetings to patients
- Delivering flowers to the wards

Meet and Greet Volunteers



New for this year

- Volunteers consulted about route finding around LRI site
- Volunteers assisted in surveying and counting patients and visitors arriving at Balmoral Entrance
- Volunteers helped welcome and direct inspectors during CQC visit



In one hour one volunteer greeted 325 people entering the building - all counted on a 'clicker'

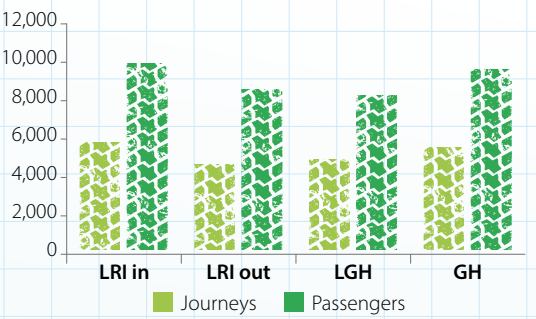


★ ★
Shortlisted for
**Volunteer of the
Year Team
2016**
★

Buggy Service

We have 48 committed and dedicated Volunteer Buggy Drivers

Buggy journeys and passenger numbers



Total: 23,251 Journeys 38,339 Passengers

Training

- 18** new volunteer buggy drivers trained between July 2016 - March 2017
- 3** Volunteer Buggy Drivers have completed training to become Assessor/Trainers for new volunteers
- 6** Meet and Greet Volunteers have trained as relief buggy drivers

Fundraising

The Buggy Service is funded entirely by Charitable Funds.

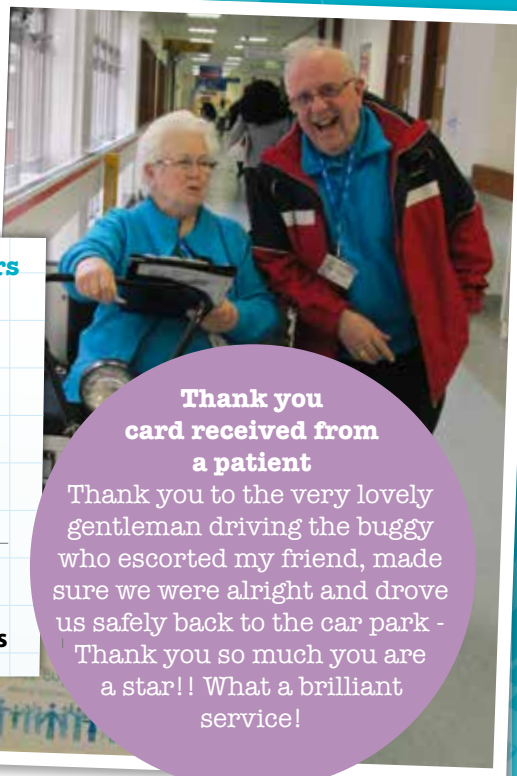
Two Fundraising Events:

- Cake and Samosa sale - **£342.48**
- Raffle - **£415.00**

Passenger donations

In total an incredible **£3,851.96** with one single donation of **£700!**

Every penny received goes towards the continuation of the Buggy Service - **Thank you** to all who have contributed.



Thank you card received from a patient

Thank you to the very lovely gentleman driving the buggy who escorted my friend, made sure we were alright and drove us safely back to the car park - Thank you so much you are a star!! What a brilliant service!

"The best thing about training is the amount the actual trainer learns during the process. We all should be willing to pass on skills we gain, and that is why I volunteer as a Buggy Trainer".

Visitors and patients to UHL are likely to judge the organisation, to a certain extent, by the first person they meet on site which is often the Buggy Driver (or Meet and Greeter). This, along with factors such as passenger safety, creates job satisfaction - I always try to make at least one person's day just that bit easier for them."

Richard Porter
Volunteer Buggy Driver and Trainer



☺
What does volunteering mean to you?

"The top reason people give for volunteering is because they want to improve things and/or help people."



Library Volunteers

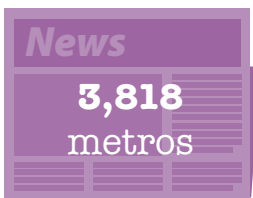
Library Volunteers help sort and label donated books and then take a trolley of books, magazines and puzzles around to patients on the wards.

New for this year...

- June 2016 introduction of a delivery of Metro newspapers to all three hospitals.
- January 2017 introduction of the Gujarati Metro to all three hospitals.
- These are available at main receptions and are also taken to wards and clinics by our library volunteers. They are both proving really popular with patients and visitors.
- Our 30 Library volunteers have helped 18,602 patients while out on their rounds at the three hospitals.



They have given out:



"I first volunteered when I retired. I had time on my hands and wanted to do something that made a difference.

There were many different volunteer roles with UHL but, I chose the Library at Glenfield as I love books & reading, and knew how boring hospital stays can be from personal experience.

Helping people to choose books, or magazines, and sometimes, just

chatting, makes you feel as though you have done something that may make their stay a little better.

Interaction with patients and the great team I work with means, there is often lot of laughter.

It is very rewarding and I would recommend volunteering to anyone who has time to spare."

Arlene
Library volunteer at Glenfield

Time for a Treat

Twenty four Time for a Treat volunteers provide hand massage, manicures and foot massages for patients across all 3 sites.

Why do volunteers do it?

- The patients are always very appreciative
- Knowing the patients enjoy a chat and a hand massage makes it worthwhile
- Because we like to give back and make the patients feel better

What do volunteers say?

- I feel good when I have done something good
- I feel proud of myself
- I never expected it to be so satisfying

Training sessions completed



Total number of treatments



A grateful patient
'It was lovely to have my hair done it made me feel so much brighter'

What do patients say?

- Very helpful and relaxing
- Great support - Thank you
- What a lovely thing to have done

Look Good Feel Better

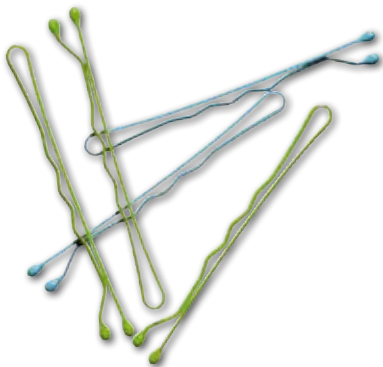
This service is approaching its 10th year of providing beauty workshops for patients currently undergoing treatment for cancer.

Volunteer Beauty Consultants from cosmetic companies help patients with makeovers. Each participant gets a free goody bag of products to take home.

19 workshops 173 patients attending



What does volunteering mean to you?



'An estimated 15.2 million people in the UK volunteer once a month.'

Patient Visitors

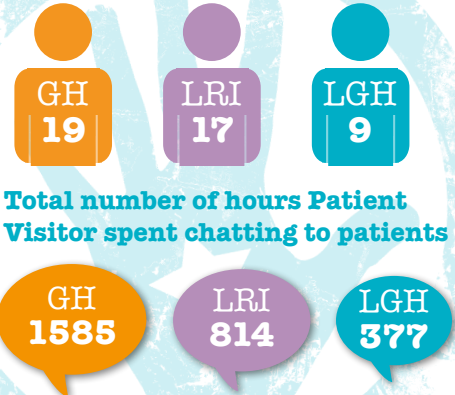
Patient Visitors Volunteers visit adult wards at all three hospitals and listen to any patients that would like a chat.

They also deliver e-greetings and sometimes go to the shop to collect items that the patient needs.

New for this year...

- 5 New Patient Visitors
Glenfield Hospital
- 11 New Patient Visitors
Leicester Royal Infirmary
- 2 New Patient Visitors
Leicester General Hospital

Total number of Patient Visitor Volunteers at each site



"It's great to chat - and listen! - to people. You meet so many different and interesting people and everyone has a different story. You receive much more than you give, which is very little - only a bit of time".
Jenny Mann
Patient Visitor



E-greetings

Volunteers deliver e-greetings for patients sent to all 3 sites.
Some patients receive lots of e-greetings - In 5 days one patients received a total of 133 messages - each one delivered by our volunteers.



Take Heart Leicester Patient Visitors all have personal experiences of being cardiac patients and visit cardiac wards to offer support and encouragement.

"Volunteering is an activity which people undertake for a plethora of different reasons. As an aspiring physician, I really enjoy my role as a patient visitor. Having the opportunity to talk to patients and potentially make a difference to their lives is something I find really rewarding. I enjoy listening to different people and offering my best attitude to make a difference."

Rabii Aboulhosn
Patient Visitor



Emergency Department Volunteers

This is a Specialist Volunteer role for those with previous relevant experience inside or outside of the organisation equipping them for the fast and unpredictable nature of the environment they will be volunteering in.

New
Emergency Department opening April 2017

- 11 Volunteers helping in Emergency Department
- 2 New ED volunteers from our existing Ward Supports

Emergency Department Volunteers spend time:

- Reassuring
- Listening
- Supporting patients and others waiting in the department.
- Providing drinks or food for patients in the waiting area
- Keeping patients informed of the waiting times
- Giving information about hospital facilities/services
- Referring to other services where appropriate
- Running errands for patients.



"It's an opportunity to meet people outside my usual circle. I really enjoy being able to give something back to the community and doing something that can directly help others. Why specifically ED, believe it or not, even though I am a volunteer, I feel that I am part of a bigger team that is there to improve patient care. Sometimes it means listening when patients share their proudest moment with you, sometimes it means just being there, and letting them know that they are not alone, sometimes its reassurance and cups of tea. ED & EDU are always so busy, so you don't know what you will see when you get there, which is what makes the role varied and exciting."
Tasnim Karatela
ED Volunteer

"I volunteer because it keeps me active both physically and mentally, but it also makes me feel valued. I like to think I make a contribution to the A & E Dept and support the staff, freeing them up to concentrate on their primary role. I can do the jobs that may not seem great, but I hope what I do makes me part of the team. I enjoy volunteering. It gives me much more than I give it."
Eileen Hersey
ED Volunteer



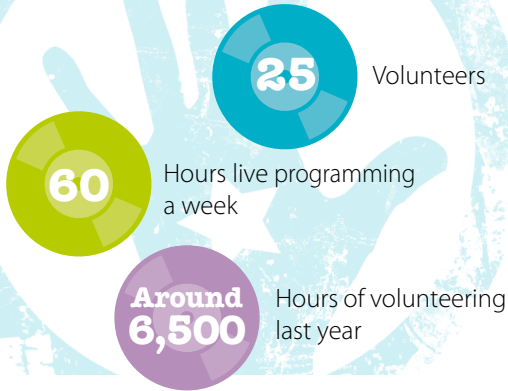
What does volunteering mean to you?

"The top five benefits from volunteering given by volunteers are: 'a sense of satisfaction from seeing the results' (97%), 'I really enjoy it' (96%), 'it gives me a sense of personal achievement' (88%), 'meet people and make friends' (86%), 'gives me the chance to do things that I am good at' (83%)."



Hospital Radio Radio Gwendolen

Leicester General Hospital



Leicester Royal Infirmary
and Glenfield Hospital

"Radio Fox is the most rewarding and exciting thing I have ever been involved with. Just knowing that I've made a person's stay in hospital comfortable and enjoyable through a show put together with their favourite records is incredible. Music is a magical form of therapy that gets you through hard times and helps you relish the good times. I would recommend Radio Fox to anyone. The presenters are awesome, and the rapport and connection we have with the patients is amazing."

Emily Crewe
Volunteer Presenter

Radio Fox
will be
29 years old on
23rd April
this year.



"I volunteer on Radio Gwendolen to give back to the hospitals for all they have done for me and my family.

Radio Gwendolen is one big family and I am proud to be part of us helping the patients to recover."

Darren Chisholm
Volunteer Presenter

Around
2,652

Hours live
shows per year

30

Active members
and trainees

Patient Survey Volunteers

Survey Volunteers gather feedback from patients and relatives to help improve the patient experience.



Rebecca Gardner
coordinates and supports
our 12 Patient Survey
Volunteers



"The Patient Survey Volunteer role supports the Trust in gathering valuable information on the experience of patients using our services. The role involves speaking with patients, supporting the Trust's patient survey and other activities aimed at gathering patient feedback. Our volunteers are a really important part of the team."

Numbers of volunteer surveys completed

193

Sleep Disturbances

345

Involved & Informed

388

Patient Perception of Safety

389

Improve Care

385

Talk in Front

132

Charitable Appeal name

330

Activities

193

Patient Side Handover



What does volunteering
mean to you?

"The best way to not feel hopeless is to get up and do something. Don't wait for good things to happen to you. If you go out and make some good things happen, you will fill the world with hope, you will fill yourself with hope."

Barack Obama



Reward and Recognition

We were very proud to have five volunteers and volunteer groups shortlisted for our Volunteer of the Year Award at the annual Caring at its Best Awards.

Achievements

- 38 volunteers** achieved their **50 hours** award
- 17 volunteers** achieved their **100 hours** award
- 3 volunteers** achieved their **150 hours** award
- 7 volunteers** achieved their **200 hours** award



Malcolm Dyke



Heather Sansone



Richard Garratt

Nominees

Meet & Greet
Volunteers



Winners Volunteer Hairdressers

Asha Hind &
Lisa Burnside

Volunteer of the Year Award 2016

Thank you Event

June 2016 - The Empire – Attended by 300 volunteers.
Every year we choose a special day during National Volunteers week to celebrate and recognise the incredible volunteers who give their time to make a difference to our patients.



5 Year Certificates

10 Year Certificates



We would like to ask you to say 'Thank You' the next time you're helped by a volunteer.

What does volunteering mean to you?

'The unselfish effort to bring cheer to others will be the beginning of a happier life for ourselves'.

Helen Keller



Royal Voluntary Service

The Royal Voluntary Service's Home from Hospital service provides visits by volunteers for a period of up to six weeks, depending on what support is needed. They can help with anything from making sure they have a healthy meal, walking the dog, transport, helping with the garden or collecting shopping or prescriptions.

Volunteers visit patients in hospital before discharge and find out what help they need when they get home. All of these volunteers attend our Volunteer Induction Training.



RVS also have volunteers in shops and cafés at Leicester General and Leicester Royal Infirmary.



www.royalvoluntaryservice.org.uk



Chaplaincy Volunteers



85 Chaplaincy Volunteers who are part of the multi-faith Chaplaincy team supporting patients and families within our hospitals.

"It is great to volunteer as part of a multi faith team – I feel really supported and never feel like I have to worry about taking any concerns home.

When people are in hospital it affects their family, friends their whole life too. To deal with that can be very difficult and I feel that I can make it a bit easier. I love being with people."

Wendy Hall
Chaplaincy Volunteer



Around
3841 hours
in 11 months
spent
visiting
patients



New for this year

Jane Flint - Pastoral Carer and new member of the Chaplaincy Team attended Patient Visiting Volunteers meeting to talk about her role supporting patients.

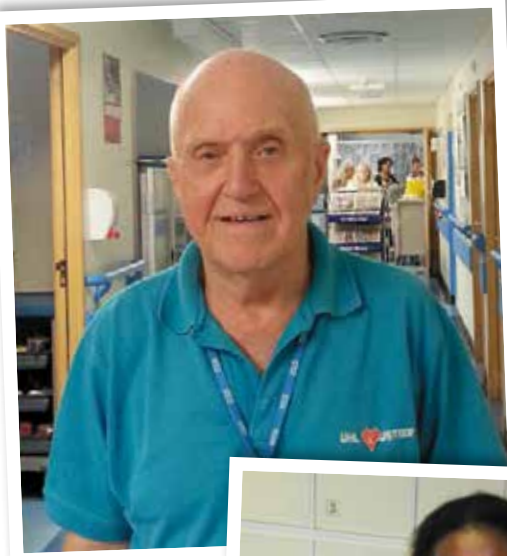


What does volunteering mean to you?



'Something that has always puzzled me all my life is why, when I am in special need of help, the good deed is usually done by somebody on whom I have no claim'.

William Feather



Recruitment

Volunteer Services receive over 150 enquiries each month. Potential volunteers sign up as members before applying online.

How do people hear about us?...

- Website
- Word of Mouth
- Talks and Visits
- Posters in Hospitals



In 11 months – 363 New registration of interest of forms received
77% of applicants selected for Recruitment Invite
350 Recruitment Invites issued
Around 36 interview slots are offered to new volunteers each month
12 Induction Training Days
12 Mealtime Training Sessions



Become a Volunteer!

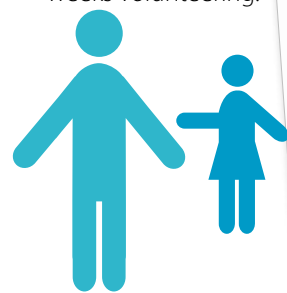
To register your interest please visit our website

www.leicestershospitals.nhs.uk

New this year...

6 week review cards

We have introduced 6 week cards so that we can get feedback from both the Volunteer and the ward about their first few weeks volunteering.



Placements

Since March 2016 we have placed 8 new ward support / mealtime assistant volunteers on wards at the Glenfield, 17 at the General and 61 at the Royal Infirmary.

We have also placed a further 87 volunteers in a number of different areas and roles within these hospitals and 5 more in community hospitals.

"In July 2007 I started to volunteer with Hospital Radio Fox. For one of my shows I visit wards taking requests from the patients just before the show.

Volunteering at the LRI on the hospital radio station gives me a sense of worth making a difference to patients' time in hospital even if it's only in a minor uplifting way is worth the effort to myself."

Richard Leatherland
Radio Fox Volunteer



Delivering Christmas presents



Buggy Services celebrated 10 years at the LRI April 2016

"I like helping patients, getting to know them and their families and putting a smile on their faces. I enjoy doing it and I think it makes a difference."

Ahmed Mohamud Farah



What does volunteering mean to you?

"The only people with whom you should try to get even are those who have helped you'.

John E. Southard

