

Acute Volunteering Service 2022-23 Annual Report

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1. Introduction

“As Executive Lead for Volunteering for NHS Greater Glasgow and Clyde (NHSGGC), it has been my pleasure and privilege to witness volunteering in our hospital settings recover and rebuild from the disruption caused by the COVID-19 pandemic, and to use this as an opportunity to come back even stronger.”

“In 2022-2023, the Acute Volunteering Service continued to successfully adapt from primarily providing patients with belongings and parcels from families restricted from visiting due to COVID-19, to safely re-establishing well recognised hospital-based volunteering services such as our Welcome Guides and ward helpers.

Not only this, they built on the successes of roles innovated during COVID-19 to establish new volunteering roles such as our valued Rest and Recuperation Hub volunteers, serving much appreciated teas, coffees and a listening ear to clinical teams taking a well-deserved break away from the wards.

I would like to take this opportunity to give my thanks again to the hundreds of volunteers who have given their time to enhance the experience of patients, staff and services of NHSGGC in the last year; we simply couldn't do what we do without you.

I am delighted to present this annual report on volunteering service activity in 2022-2023 and look forward to supporting them to achieve even better and brighter things in the coming years.”

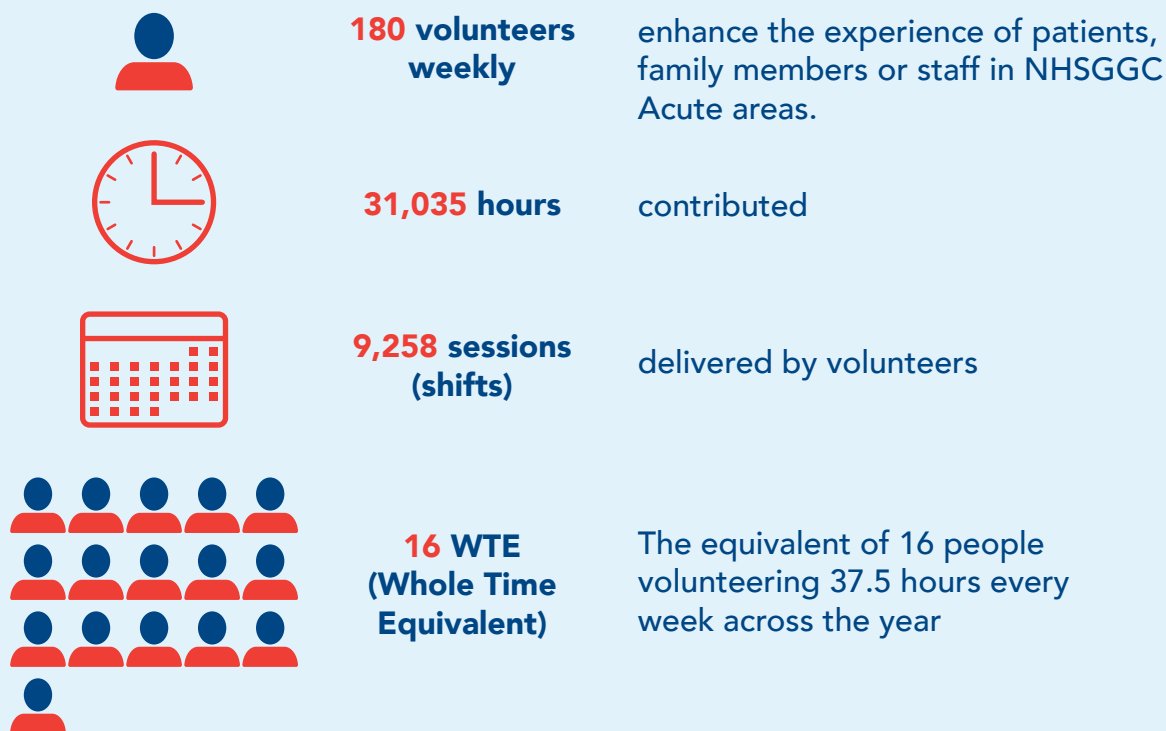
Angela Wallace, Executive Nurse Director, NHSGGC



Figure 1: Volunteers working alongside the multidisciplinary team to support and enhance patient and staff satisfaction.

2. Executive Summary

2.1 2022-23 Volunteering Service Activity



Each of those hours contributed has triple mutual benefit – to the patient, family or staff member being helped, the service, and the volunteer themselves.

2.2 Evaluation, Recommendations and Next Steps

2022-23 was a time of remobilisation and consolidation for the Volunteering Service. Future plans for further service development include:

- Increased stakeholder engagement to understand where volunteering can be of greatest benefit
- Ensuring volunteers reflect the diverse communities they serve
- Evaluating existing volunteer opportunities and reviewing data collection processes
- Reviewing processes and ways of working to ensure the service runs as efficiently and as effectively as possible
- Identifying sustainable funding opportunities to support further service development
- Identifying appropriate reporting and governance mechanisms so there is a robust approach to the future development of the Volunteering Service
- Strengthening links between Acute, community and third sector volunteering services.

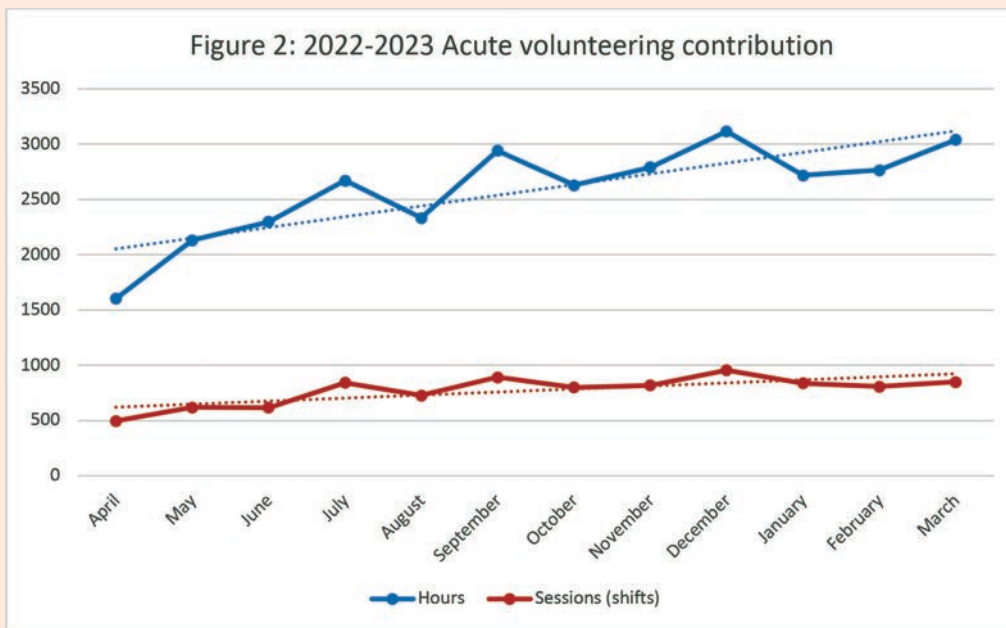
2.3 Conclusion

This report goes some way to illustrating the scope, impact and potential that volunteering can and does offer NHSGGC. When supported and resourced, volunteering can be transformative for the quality of volunteer, patient and service experience.

3. Volunteering Service Activity

In 2022-2023, the Volunteering Service supported an average of **180 volunteers each week** to enhance the experience of patients, family members or staff in NHSGGC Acute services. Those volunteers contributed a total of approximately **31,035 hours** in the year over **9,258 volunteering sessions** (Figure 2) - the whole time equivalent across the year of around **16 people volunteering 37.5 hours every week**.

Each of those hours contributed has triple mutual benefit – to the patient, family or staff member being helped, the service, and the volunteer themselves¹.



Whilst this does not capture the impact of each of those hours or sessions, Figure 2 illustrates that Acute Volunteering Services' story in 2022-23 is one of recovery and remobilisation; Against a backdrop of reduced volunteer enquiries, driven in part by the Cost of Living crisis, the Volunteering Service successfully promoted, recruited, inducted, trained coordinated and supported increasing numbers of volunteers across the year, ending in a position where the service is back to full capacity following the necessary hibernation of many key roles during COVID-19.

In 2022-23, Acute Volunteering Services supported volunteers across 8 main programmes, which are described in further detail in this report.

1 Volunteering for All: national framework - gov.scot (www.gov.scot)

2 <https://www.volunteerscotland.net/wp-content/uploads/2022/11/Testing-our-Resilience-The-impact-of-the-cost-of-living-crisis-on-volunteering-and-volunteers.pdf>

3.1 Ward helpers

Ward helpers provide companionship and conversation for patients, some of whom may be elderly, others may not have any visitors as they are far from home. Additionally, ward helpers may assist staff in distributing food at mealtimes or supporting meaningful activity for patients. The role aims to enhance patients' hospital experience by helping to orient patients and families to their new environment, assisting with communication, and providing stimulation.

The role is a demanding one, requiring volunteers to be comfortable and skilled in independently and appropriately supporting patients from all walks of life, many of whom may be cognitively impaired.

3.1.1 Ward helper impact

In February 2022, Barbara, a ward helper at the Inverclyde Royal Hospital (IRH), shared her experience of volunteering and the benefit she gets from the role:

Local Inverclyde volunteer making a big difference to patient experience

A kind-hearted local resident is giving back at Inverclyde Royal Hospital in honour of her husband, after seeing how well looked after he was by staff and how comforted he was by volunteers.

Barbara Tucker, 82, from Wemyss Bay, joined NHS Greater Glasgow and Clyde's team of volunteers after her husband Colin passed away in May 2021.



Figure 3: Barbara and her husband Colin

At a time of such sadness for the entire family, Barbara was comforted to know that Colin had been well looked after by staff and was supported by volunteers.

She said: "I experienced some very special touches while Colin was in hospital, both from staff and from volunteers. I remember going up to see him once and seeing a beautiful crochet blanket, which had been made and provided by Compassionate Inverclyde.

"When we knew Colin was having end of life care, I heard about the No One Dies Alone (NODA) programme. I was so comforted to know that Colin would have someone with him should the family not be there, when we got the call we arrived and there was someone from NODA there.

"I think the staff were very sensitive and caring, I have a great admiration for the work nurses and doctors do. They were very supportive with us.

"After a while, I decided I wanted to give up some of my time to volunteer at the IRH. I didn't feel the NODA side of things was something I could do, so I got in touch with the NHSGGC volunteer team and said I wanted to volunteer on a ward if possible. So now, each Tuesday I go to H South and help out.

"The fact that I witnessed the good things happening at this hospital was the motivation, there is good going on and I knew I could be part of it."

Barbara and Colin met each other back in 1962 during their Salvation Army training in London, and enjoyed many happy years together along with daughter Hazel, who now lives in Renfrew, and son Russell, who lives in Belfast.

Barbara said: "Colin is always in our thoughts, we think about him every day. I don't think the sadness of losing someone ever goes but I'm just trying to take it a day at a time.

"It's a privilege to be able to volunteer here and to get to meet all of these new people."

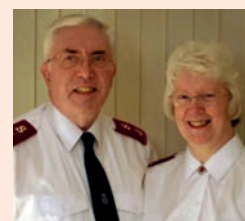


Figure 4: Barbara and Colin in their Salvation Army days

3.1.2 Ward helpers: future direction

The Volunteering Service plans to build on the success of ward helpers in future years by:

- Reviewing the approach to quantitative and qualitative data collection and monitoring from patients, service and volunteers, to enhance understanding of the impact and spread of this support in order to influence future decision making
- Scoping potential to support ward helpers to undertake their role in additional clinical areas, provided those teams have the capacity to support them appropriately
- Liaising with stakeholders to establish whether there is scope to appropriately evolve the duties of the ward helper volunteer role to maximise benefit.



Figure 5: Ward helpers in Ward 2A, QEUH

3.2 Rehabilitation support

Rehabilitation support volunteers enhance the experience of patients, families and staff by working alongside Allied Health Professionals (AHPs) in acute wards.

Rehabilitation support volunteers perform a range of tasks, excluding personal care, which may include group work or individual one to one sessions by engaging with patients to:

- Help reduce boredom
- Encourage fluids and snacks after physiotherapy
- Improve wellbeing
- Help patients work towards their goals
- Support patients to practice doing things that will help them to be more independent when they return home, e.g. by encouraging them during mealtimes and refreshments, and practicing activities that matter to the patient
- Assist patients to carry out exercises given by the AHP where appropriate, for example chair or bed exercises.

Volunteers work alongside Occupational Therapists or Physiotherapists, to enable patients to work towards things that matter to them. This may include living as independently as possible, improving quality of life, or achieving something very meaningful to the person.

The role is particularly well suited to people studying to be an AHP, or who are a retired AHP; as such, it has supported many people to gain employment as an AHP in NMSGC, as articulated in Connie's experience:

3.2.1 Rehabilitation support volunteer impact

An Inverclyde Royal Hospital volunteer hopes to return to the Greenock hospital for her university placement, after falling in love with the community

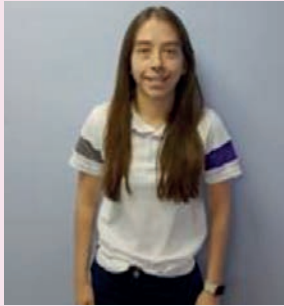


Figure 6: Connie, IRH rehabilitation volunteer

Caring Connie Mackay, 28, volunteers with the physiotherapy team at the site's Larkfield Unit, which is used by elderly medicine teams to rehabilitate patients.

Each Thursday morning Connie helps the team to ensure patients are doing their exercises, learning from and observing the experienced IRH physios along the way. While Connie is delighted to be able to gain knowledge ahead of starting her own physiotherapy journey, she has also enjoyed getting to know the patients.

She said: "It's been great to learn from the team and hear from them first-hand about their experiences as a physio, but I'm also really enjoying the connection I'm making with the patients.

"I like to spend a bit of time with them, to get to know them, some of the patients can be in hospital for quite a while and may not have family who can come and visit. I enjoy everything about my role, but I would say building the relationships with patients, listening to their stories and being there for them is the best part."

Connie, who is from Glasgow, is currently studying sports therapy at the City of Glasgow College and hopes to go to university this September to start her physiotherapy studies.

Despite not being from Inverclyde, she now feels such a connection with the IRH community that she is hoping that she can begin her placement at the hospital when the time comes.

She said: "I love it here, I feel part of the team and the community. Everyone at the hospital is so supportive and helpful, all of the staff can't do enough for me and are so pleased to hear when I have done well in my exams.

"Inverclyde Royal Hospital is well-known for being such a good teaching hospital too, so I would really hope I could come back here to continue to learn. I see so much care and passion from staff here, they care so much about the patients and for each other."

Harry Balch, Volunteer Service Manager at NHSGGC, said: "Connie has been amazing since she started volunteering and has become such an important part of the Inverclyde Royal Hospital team.

"Patients, fellow volunteers and staff see what a great job she is doing and the relationships she has built with the local community. We're so pleased she has decided to volunteer with us, while continuing with her studies. We are delighted that she also hopes to return to the IRH when it's time for her physiotherapy placement."

3.2.2 Rehabilitation support volunteer future direction

In 2022-2023, rehabilitation support volunteers supported AHPs in the IRH, Royal Alexandra Hospital, Glasgow Royal Infirmary, QEUH, and Stobhill Ambulatory Care Hospital.

The future ambition to further enhance the impact of this role includes:

- Identifying AHPs in a position to support volunteers in other NHSGGC wards
- Adapting and spreading the role to other AHP professions, in particular Speech and Language Therapy and dietetics
- Reviewing data collection methodology in order to better articulate volunteering activity and impact
- Evaluating the impact of the role to consider whether further improvements can be made to encourage greater numbers of applications from appropriately skilled and committed volunteers.



Figure 7: A rehabilitation support volunteer encouraging a patient to participate in rehabilitation at SACH

3.3 Staff wellbeing

Staff wellbeing volunteers are one of the more newly established roles available in Acute services. In response to the pandemic, NHSGGC created staff Rest & Recuperation (R&R) Hubs to support staff wellbeing. The hubs provide a staff-only area with complimentary snacks, hot drinks and a place to eat. On some sites an 'active space' with games and a 'quiet space' for relaxation and reflection are also provided.

Volunteers support the R&R Hubs at the RAH and QEUH by:

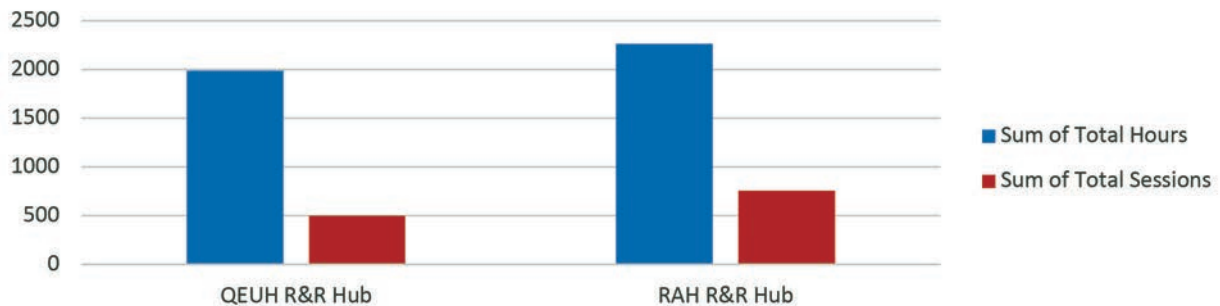
- Supporting the effective running of the Hubs and providing a warm welcome to staff and visitors making use of the space
- Serving complimentary refreshments within the Hub, including by operating and maintaining the hot drinks machines
- Managing stock, such as newspaper and snacks, to ensure an adequate supply at different times of day
- Working with staff to provide a safe, clean and comfortable environment for all those attending the Hubs.

With tombolas, seasonal events and bake offs, the R&R Hubs provide a vibrant and social place to volunteer. Volunteers are required to have a good level of organisational skills and communication; however it also suits those who may need greater support in order to reap the benefits of volunteering. As such, the Volunteering Service has been able to place volunteers with a variety of additional needs including young people, people with learning differences, and those with English as a second language in the R&R Hubs.

3.3.1 Staff wellbeing volunteering activity

Each week in 2022-23, approximately 25 volunteers supported the running of two busy R&R Hubs (for example, around 1300 staff visited the RAH Hub each week). Further information about activity is summarised in Figure 8 below.

Figure 8: 2022-23 Volunteer R&R Hub contribution



3.3.2 Staff wellbeing volunteer impact

Lauren has been volunteering at the QEUH R&R Hub since January 2023. Alongside other R&R Hub volunteers, she has taken a leading role in ensuring the Hub runs smoothly each week. Lauren shares her story below:



“On New Year’s Eve 2019, I was a passenger in a car crash.

There were four of us in the car and unfortunately, I was the only one who survived.

I was in a coma for a month, hospital overall for 6 months and had to learn how to do everything again. I broke 26 bones, had internal bleeding and there was some brain injury. All of this left me with a few permanent injuries which have unfortunately caused me to be unable to go back to the job I was in. Consequently, I started volunteering in the R&R Hub at the end of 2022. Normally I do this once a week but twice a week when needed.

My volunteering shifts, along with the swimming training I do with the team I am in and training at the gym is giving me a routine and a purpose, which is what I needed after 3 years of consistent, tough recovery. I have now recovered as much as I’m likely to, so I started volunteering and I really enjoy it.

I was cabin crew before the accident, so was used to and miss being around people all the time. So being a volunteer in the hub gets me back into that type of environment. Although I’m not doing the exact same type of work, or on the level I was before, it has shown me that I’m much more capable of doing the type of work I enjoy than I thought I would be.

That, along with getting to work with the other volunteers and speak to the NHS staff who we make the teas and coffees for, has been so good for me physically and mentally too. It also gives me a chance to give back a little to NHS professionals as without them I wouldn’t be here.”



Figure 8: Lauren Feeney, R&R Hub

3.3.3 Staff wellbeing volunteer future direction

In the coming years, it is hoped that the role can be further enhanced through:

- Consolidating relationships and links with sector Healthy Working Lives groups to better ensure appropriate infrastructure and support is provided
- If supported by local Healthy Working Lives groups and local management, exploring the potential of a meaningful volunteer role in R&R Hubs on other sites
- Consideration of how the volunteer role could be further enhanced to add value to volunteer experience, for example by exploring barista training where appropriate
- Building on a successful test of change in the Immediate Assessment Unit of the QEUH where a volunteer has coordinated a staff wellbeing programme in the clinical area to consider other ways in which volunteers can play their part in improving staff wellbeing.



Figure 9: QEUH volunteers in the R&R Hub

3.4 Welcome guiding

High numbers of people walk through the front entrance of our hospitals on a daily basis, especially at peak times of the day. Some may require guidance to find their way around, or have questions they wish to ask.

Perhaps the most visible of NHSGGC's Acute volunteers, Welcome Guides offer a friendly and helpful welcome to patients, families and visitors and guide them to where they want to go within the hospital.

Welcome Guides:

- Actively observe visitors at the hospital entrance who may need assistance
- Converse with visitors and make them feel at ease, making a positive first impression of NHSGGC
- Guide people from main entrances to where they wish to go, accompanying them if required.

In 2022-23, the NHSGGC Welcome Guide service expanded beyond the QEUH and IRH introduced in Gartnavel General Hospital and the New Victoria Hospital.

3.4.1 Welcome Guide impact

In February 2022, a patient took the time to share on Care Opinion how the Welcome Guide role added value to their experience of care, as shown in Figure 11 below:

I left feeling I'd had an excellent service
Posted By Happygal

Posted by *Happygal* (as the patient), 5 months ago

I was referred by my GP and advised to attend asap. I was happy to be referred, but anxious about symptoms and what was causing them.

From the moment I arrived in the hospital, my experience was positive, having been escorted to the unit by a volunteer and welcomed in reception.

The consultant in Immediate Assessment was very thorough. He kept me well informed but listened and was reassuring too, as were the nursing team. I couldn't have asked for better. I met other members of staff, as I had bloods taken, BP checked, ECG and X-Ray. All staff were professional but informal and relaxed too, a good balance to inspire confidence and calm in patients, porters were very busy but were talking to patients as they wheeled us back and forth.

I observed other patients being looked after in a very caring manner. The unit seemed pretty busy but the co-ordination and organisation were good. Just sitting waiting for my X-ray, someone came to tell me it wouldn't be long and later, to say a porter was coming to wheel me back.

An afternoon in hospital isn't fun, but I left feeling I'd had an excellent service. I experienced good practice and witnessed it all around me. I felt valued and respected at all times. I must add that the pharmacist too was very thoughtful, as was the man cleaning the Ladies loo. I couldn't fault a thing.

What was good?
communication consultant
nursing team organised reassuring

How did you feel?
calm confident informed listened to
respected valued welcomed

Activity
6 staff members have read this story
Who has Care Opinion told about this story?

Show your support
Have you experienced something like Happygal

Figure 11: Patient experience of the Welcome Guide service

3.4.2 Welcome Guide future direction

In future, the service aims to improve on this role by:

- Consolidating governance and reporting routes for potential risks identified by Welcome Guides
- Considering the potential to expand the service to other acute sites, employing a model where Welcome Guides are supported by staff based on that site
- As with other roles, reviewing evaluation tools and process to ensure activity and impact can be appropriately articulated to inform future improvement.

Figure 12: Welcome guides at the VACH promoting the opportunity to others



3.5 Spiritual Care

In 2022-23, 6 Spiritual Care volunteers were supported by the Spiritual Care team to spend time with patients in busy acute wards at the QEUH.

A Spiritual Care volunteer is a neutral person able to offer anyone an opportunity to talk, listen without judging and provide appropriate comfort and support as well as knowing when to refer someone on to a health professional.

By listening to patients from different backgrounds, cultures and faith communities (including those with no religious belief), Spiritual Care volunteers give patients time. They add value to the Spiritual Care service by enabling staff in the team to attend to and follow up on the more complex referrals and needs of patients, families and staff across the health board.

A specialised role, Spiritual Care volunteering suits people who are:

- Able to communicate clearly, especially with distressed, anxious or worried patients, families and visitors of all faiths and cultural groups and those with no specific belief.
- Comfortable and knowledgeable with spiritual and religious care and aware of other support services available within NHSGHC and the community.

3.5.1 Spiritual Care volunteer impact

Douglas is a spiritual care volunteer, generally spending around five hours each week with patients, families and staff when he is not working for an engineering company or being a lay pastor at his local church. Douglas was previously a volunteer Chaplain in Switzerland, visiting English speaking patients in hospital in Zurich.

3 years ago, Douglas collapsed owing to a defective Aortic Heart Valve, and was blue lighted to the RAH in Paisley, where he stayed for three weeks and was supported by a member of the Spiritual Care Team. After receiving surgery in the Golden Jubilee National Hospital, Douglas has recovered.

"I volunteered in all honesty to repay the debt I felt to the NHS and the Spiritual Care Team. I love talking to lots of different people and sharing in their lives, often at the worst of times when they need encouragement. In most cases I leave them feeling a bit better and hopefully encouraged, often by just chatting with them but sometimes praying if they ask for this. On occasion I've stayed with people until the end of their life and of course this can be tough, but it brings such comfort to patients and their family. From time to time I also support staff, which is a real privilege.

The Spiritual Care Team often direct me as to which patients to speak to, along with staff on the wards. People I speak to tend to be lonely, with no or few visitors, have had bad news, or are receiving palliative care. I usually support around 20 people each week. I also make quite a few cups of coffee and tea!

It's extremely rewarding work, supporting people of all faiths and none."



3.5.1 Spiritual Care volunteer future direction

The Spiritual Care volunteer role is undergoing a period of review and stabilisation to ensure that in the coming years:

- The unique contribution of the Spiritual Care volunteer role is reviewed to ensure it is clear to internal and external stakeholders
- The opportunity is available and supported in all acute hospital sites
- Spiritual Care volunteers are well supported on wards and by the Spiritual Care team from recruitment to exit
- As with other roles, evaluation process and tools are reviewed to ensure we can understand and articulate the volume and impact of volunteer activity.

3.6 Museum

Volunteers have been an integral part of the Friends of GRI's museum's operation since its opening in May 2022. During a 2 hour volunteering session, GRI Museum volunteers supervise visitors to the museum and answer questions about the exhibits. They also open and close the museum, and some appropriately skilled volunteers support the curation of the museum archives.

A rewarding role, volunteers have the chance to share the history of the GRI in a wonderful setting, and meet lots of interesting people from all over the world.

In 2022-23, the GRI Museum volunteer service evolved from two volunteers supporting the opening of the museum 2 days a week, to a team of ten supporting a 4 day a week service.

3.6.1 Museum volunteer impact

Summer and Francesca, from the USA and Italy respectively, are both Masters students in Museum Studies at Glasgow University. They have been volunteering in the GRI Museum for around a year, following on from placements there as part of their course.

They open the museum to the public, give guided tours, manage the storeroom and support the museum to achieve industry standards.

Below they share their reflections on their volunteering experience:

"I enjoy it when people who worked here, or had families here, come in and tell us their story. A woman and her daughter came in and were looking at a picture on display – they said, 'wait, isn't that Grandma?' And a few weeks later, someone else came in and confirmed it was her – and she told us about every single other woman in the picture.

I found it interesting, coming in and not knowing anything about the history of the hospital – now I know a lot, I can communicate that and share it with people. It's been so rewarding to be able to show them how much has been established here. Building a grassroots museum like this is so hard, and they're doing it so well. The stories they're telling – people care, and they come in and they contribute.



Figure 14: Picture on display in the Museum



Figure 15: GRI Museum volunteers

From a career perspective, I've learned a lot of practices in museums which will be super helpful. I've learned how to approach the public, which I didn't have experience in before – that's a skill you need to have.

It's a great thing to have on your CV, but also emotionally and spiritually it's fulfilling. It's been nice during my course to have something set in my schedule – being able to come in, it could really brighten up my week.

There was a time where my week started on Wednesdays – it was the only day in my week where I had some variety.”



3.6.1 Museum volunteer future direction

The aim for 23-24 is to:

- further consolidate the museum volunteers to provide a stable service 5 days a week
- enhance the support offered by the Friends of GRI team
- consider any further potential volunteer roles available in the museum.



Figure 16: GRI Museum volunteers welcoming visitors

3.7 InS:PIRE

A recovery programme for patients who have been cared for in RAH and GRI Intensive Care Units (ICUs), InS:PIRE was supported by both peer and support volunteers in 2022-23.

ICU patients can have persistent physical and psychological problems as a direct result of their intensive care stay, which can impact all aspects of their life. The InSPIRE (Intensive Care Recovery: Supporting and Promoting Independence and Return to Employment) project is a five week rehabilitation and support initiative for ICU patients and their families.

Peer volunteers share their experiences of ICU and recovery with patients recently discharged from the unit. Support volunteers, often looking to gain therapeutic experience, support the smooth running of the meetings.

3.7.1 InS:PIRE volunteer impact



“The former patients and their families have complex and variable needs. We have found the participation of volunteers extremely valuable in the smooth running of these very active and busy sessions.

The volunteers have an important role in listening to and responding to, the ideas and concerns of cohort participants and relatives. By making the participants feel at ease, they became more communicative and receptive to the interventions of the InS:PIRE programme. Over the 5 weeks our volunteers can see how peer support and talking to others improves their outlook and general health.

Their contribution to the running of InS:PIRE was well received by both the professionals and the former patients.”



Karen McParland, Charge Nurse, Intensive Care Unit, GRI

3.7.2 InS:PIRE volunteer future direction

If the InS:PIRE model spreads to other acute sites, volunteers can continue to support the successful running of the programme as they do in GRI and RAH.

In addition, the peer support volunteer model has already provided a blueprint for similar roles in neurological rehabilitation services; the Volunteering Service aim to build on this approach beginning with a small test of change in cardiac rehabilitation.

3.8 Events and ad hoc support

Across the calendar year, NHSGGC hosts a variety of events designed to support delivery of its strategic objectives. In 2022-23, the Acute Volunteering Service was asked to support:

- What Matters To You? Day
- Gardening projects in the IRH, RAH and QEUH
- Music recitals for patients, families and staff in rehabilitation wards
- Memorial concerts
- NHS birthday celebrations.

In addition, the Volunteering Service hosted a variety of events throughout the year to recognise and encourage volunteer involvement, including Volunteers Week.

Generally speaking, volunteers supported events by lending a hand wherever it was needed most; with setting up, showing people where to go, performing, coordinating activity or picking up a paintbrush.

3.8.1 Ad hoc volunteer impact

One of these opportunities was showcased in NHSGGC's 2023 Celebrating Success Awards:

★★ Gold Winner – The Rainbow Garden, Larkfield Unit ★★



After seeing a patch of ground at the Larkfield Unit at Inverclyde Royal Hospital, Sandra Forbes set about transforming it into a colourful, tranquil green garden enjoyed by patients, visitors and community groups with the help of NHS Greater Glasgow and Clyde staff, volunteers and donations from local people and businesses.

While this was the brainchild of Sandra, social worker Fiona McInnes loved the garden and donated some money which helped to transform the courtyard area of the Larkfield Unit, before she passed away suddenly. Fiona is still a key part of the garden and is remembered each day in the garden through a special memorial.

3.8.2 Ad hoc volunteer future direction

These ad hoc roles suit volunteers and service by enhancing experience without requiring ongoing commitments from volunteers or staff; however, they do still require support and coordination from the Volunteering Service. With that in mind, future plans for these opportunities include:

- Scoping the value of recruiting and maintaining a 'bank' of episodic volunteers who are interested in ad hoc and flexible opportunities, in particular for those who may have greater support needs
- Again, collating information about the contribution volunteers have made to ad hoc events across the year, and evaluating their experience of this role
- Liaising with colleagues to scope potential expansion to other programmes who can provide appropriate support and coordination, for example Arts and Health.



Figure 18: Volunteers Graeme and Claire giving the Langlands garden a new lease of life

4. Evaluation, recommendations and next steps

As can be seen throughout this report, 2022-23 was a time of remobilisation and consolidation for the Volunteer Service.

Key lessons learned through this period were:

- The importance of a rigorous and proportionate approach to evaluation, to better support the service to articulate the impact volunteers make, and identify areas for focused improvement
- The benefits of a strategic approach to volunteering to support decision making around roles and support offered by the service
- The value of support from NHSGGC's Healthcare Charity, who fund volunteer expenses, recognition and ongoing service requirements in their entirety.

In addition to role specific plans detailed throughout this report, the Volunteering Service plans to further support NHSGGC to achieve its strategic aims by:

- Engaging with stakeholders internally and externally to understand where volunteering can be of greatest mutual benefit; for example with NHS career pathways, improving the health of volunteers and therefore the NHSGGC population, and by continuing to add value to patient and staff experience.
- Evaluating existing volunteer opportunities and reviewing data collection processes
- Reviewing processes and ways of working to ensure the service runs as efficiently and as effectively as possible
- Diversifying the volunteer portfolio so volunteers better reflect the communities they serve, including exploring harnessing the potential of our already diverse volunteers as an asset, for example with the number of languages and cultures represented in the service
- Identifying sustainable funding opportunities to support further service development
- Identifying appropriate reporting and governance mechanisms so there is a robust approach to the future development of the Volunteer Service
- Strengthening links between Acute, community and third sector volunteer services.

The ultimate vision for the Volunteering Service is for as many patients, staff members and services as possible to benefit from volunteer support, providing help for them but also a rewarding experience for volunteers by:

- Each full time Volunteering Service Manager supporting around 100 volunteers weekly
- Maximising opportunities for volunteers to be supported by staff in other services
- Increasing the numbers of volunteers from diverse backgrounds where possible.

5. Volunteering Service 2023-24 workplan

5.1 Workplan themes

In order to progress towards achieving the ambitions outlined in this annual report, in 2023-24 the NHSGGC Acute Volunteering Service will focus on the following crosscutting themes:

- **Communication:** collating and sharing examples of best practice and volunteering impact to better articulate the added value the service brings
- **Evaluation:** developing and testing approaches to identifying the benefits and potential improvements of volunteering for volunteers, patients and staff, including those from different communities
- **Service stabilisation:** identifying potential resource streams so volunteers in all Acute sectors are appropriately supported and managed, and their potential added value maximised
- **Governance:** scoping appropriate existing and emerging routes for appropriate governance and reporting of volunteering.

5.2 Delivery timeline

5.2.1 Better workplace: creating a great place to work

Volunteering service priority	Actions and timelines			
	0-3 months	3-6 months	6-12 months	12 months onwards
Enhance support provided to volunteers supporting staff health and wellbeing activity (such as R&R hubs)	Identify key leaders and support for R&R Hubs	Articulate the role of volunteers and volunteer managers in R&R Hub provision	Consolidate relationships and links with sector Healthy Working Lives groups	Review and escalate if required
Explore meaningful volunteering in R&R hubs on additional sites			Discuss with key stakeholders on other large acute sites	Plan for future development if appropriate
Consider other ways in which volunteers can play a part in enhancing staff wellbeing	Test of change in QEUH of volunteer supporting staff wellbeing activities e.g. yoga classes	Evaluate test of change	Adapt and spread to other areas	Review and plan for future development if appropriate

5.2.2 Better care: improving individual experience of care

Volunteering service priority	Actions and timelines			
	0-3 months	3-6 months	6-12 months	12 months onwards
Enhance understanding of impact of ward volunteers			Review approach to quantitative and qualitative data collection and monitoring from volunteers	Test feedback approach from patients and staff, in collaboration with Healthcare Improvement Scotland
Scope potential expansion of ward helpers to other clinical areas		Identify potential staff resource to support volunteers appropriately	Scope and test ward helpers in additional clinical areas	Review and spread if appropriate

5.2.3 Better health: improving the health and wellbeing of the population

Volunteering service priority	Actions and timelines			
	0-3 months	3-6 months	6-12 months	12 months onwards
Understand where volunteering can be of greatest mutual benefit				Engage with stakeholders internally and externally
Diversifying the volunteer portfolio so volunteers reflect the communities they serve			Update volunteering policy, including uplift in mileage rate to ensure volunteers aren't out of pocket	Explore harnessing the potential of our already diverse volunteers as an asset, for example with the number of languages and cultures represented in the service

5.2.4 Better value: reducing the cost of delivering healthcare

Volunteering service priority	Actions and timelines			
	0-3 months	3-6 months	6-12 months	12 months onwards
Identifying sustainable funding opportunities to support further service development	Identify funding for fixed term administrative support	Streamline volunteering processes where possible to maximise service efficiency	Identify additional fixed term staff capacity for volunteering management in the South Sector	Plan for longer term sustainability of the service in terms of current reliance on non recurring funds

6. Conclusion

This report goes some way to illustrating the scope, impact and potential that volunteers can and do offer patients, families and staff in NHSGGC. When supported and resourced, volunteering can be transformative for volunteer, patient and service experience.

With the challenges and opportunities that face NHSGGC now and in the future, this report provides opportunity for reflection and consideration of the role that volunteers can and should play in improving patient and staff experience.



Figure 19: Stobhill Rehabilitation Volunteer