



Volunteering

Hounslow and Richmond
Community Healthcare
NHS Trust



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Kingston Hospital
NHS Foundation Trust

Performance & Impact of 'Better Together' Volunteering

Kingston Hospital NHS Foundation
Trust

Hounslow & Richmond
Community HealthCare Trust

Your Healthcare

Strategic alignment:
Strategic Objective
1: Our people – to
be great and
inclusive places to
work

“Maximise recruitment & retention focusing on local supply to ensure safe staffing levels and meet patient demand.”

- Post-Pandemic Recovery of Volunteering
- Training & compliance
- Peer led learning
- Retention & Community Engagement
- Volunteer Satisfaction Survey 2022
- Clinical staff engagement
- Increasing feelings of connectedness

Our people: Impact highlights Q1 & Q2 2022/23

- **358** accepted and active volunteers
- **105** candidates progressing with recruitment pipeline
- **146** volunteers to date completed Induction & Mandatory Training
- **94%** of our volunteers are either Likely or Extremely Likely to recommend volunteering at KHFT if friends and family wanted to volunteer
- **65** nurses and new HCAs trained in volunteering culture and impact year to date
- **12%** response rate to Volunteering Satisfaction Survey 2022 with associated learning and action plan

“I have received a very warm welcome and I’m enjoying the experience. I am impressed with the training and preparation for volunteering.”

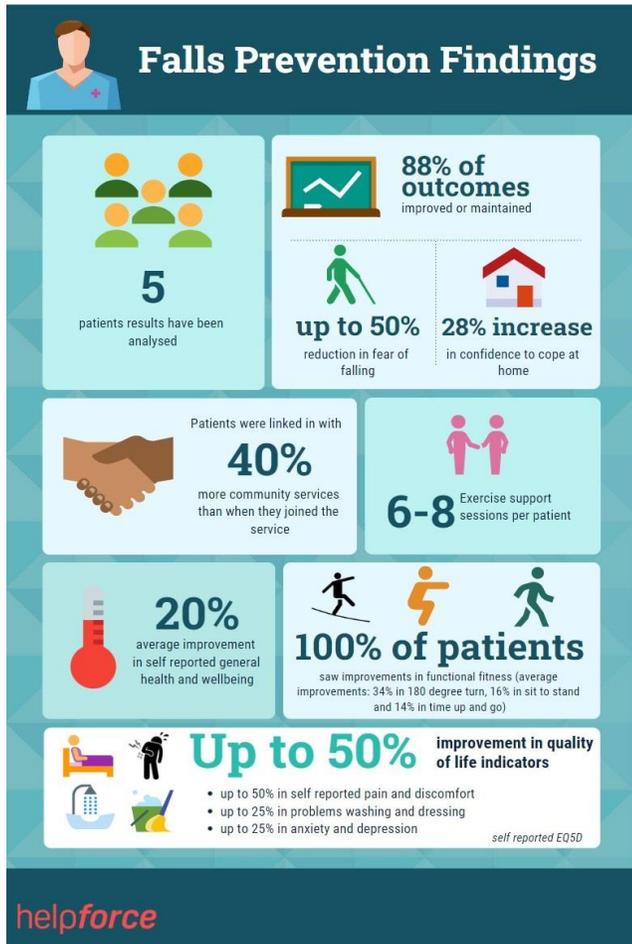
“Serving others is one of the cornerstones of fulfilment. This role allows the doctors and nurses to do their jobs more effectively, whilst us volunteers take care of the more mundane jobs for them. It’s a fascinating role, no two shifts are the same and I love it.”

Strategic
Objective 2:
Quality –
deliver high
quality care

“To provide the highest quality of care across all services ensuring that care is individualised for both patients and their carers.”

- Falls Prevention Community Exercise Programme
- Independent evaluation of Discharge Support Service
- Innovation – new roles
- Planned roles

Quality – deliver high quality care. Impact Highlights



Discharge Support Service

19% improvement in self-efficacy

31% improvement in community connectedness (reduction in dependency on health and social care)

72% rated the service 10/10 for quality

"The exercises were enjoyable and there was a good variety. I liked being able to choose and tailor the programme to suit my needs. I chose what I wanted to work on which was lower body and balance, then we found the best exercises for this. The sessions went on for a good amount of time - once a week for 8 weeks felt like enough time to build up confidence. It was nice to be able to see the volunteer... it really boosted my mood and confidence." Richard, Patient.



Better
Together
Vision for
Volunteering
2023-26



“A Better Together system in which well designed, impactful volunteering roles are integrated into every person’s health and care journey regardless of where that care is received”

Why are Helpforce interested in this?

Helpforce's Back to Health Framework



LIVING WELL

- Building and strengthening existing community volunteering capacity and capability
- Preventing ill health, making every contact count
- Tackling health inequalities

WAITING WELL

- Reducing deterioration whilst waiting
- Reducing pressure on hospital services
- Reducing the impact on primary care services
- Building and strengthening existing community volunteering capacity and capability
- Improving accessibility and inclusivity of services

GETTING WELL

- Improving patient flow
- Reducing the number of people who do not turn up for their appointments
- Ensuring all patients are best prepared for appointments/ procedures/ treatment
- Reducing length of stay
- Reducing pressure on staff

RECOVERING WELL

- Improving discharge support
- Reducing readmissions
- Reducing inappropriate attendance at Emergency Department

CQC
Outstanding:
Volunteering

professional
satisfaction volunteers
optimal structure robust
place Every
Safety leadership
quality retention informed
data meaningful
Patient
strategic improvement
team Courts community
Experience vocal
management confident
alignment impact Contact
clinical
connections

Bridging the Gap

- Resourcing
- Prioritising Volunteer Wellbeing
- Business Partner model
- Golden core
- Eyes and ears (for Patient Experience)
- Impact re-focus
- Anchor and strong partnerships

wellbeing
Volunteering Resource
anchor voluntary
organisation core
evaluation
Patient
Experience
longstanding
building sector
capacity
Volunteer



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Conclusion and Questions
