

Trust Board paper P

<b>To:</b>	Trust Board
<b>From:</b>	Rachel Overfield, Chief Nurse
<b>Date:</b>	24 <sup>th</sup> April 2014
<b>CQC regulation:</b>	Outcome 1, 4, 16

<b>Title:</b>	Patient Story - Message through a Volunteer										
<b>Author/Responsible Director:</b>	Alison Reynolds, Volunteer Services Coordinator Heather Leatham, Head of Nursing										
<b>Purpose of the Report:</b>	To inform the Trust Board about the 'Message through a Volunteer Service' presented by UHL volunteers.										
<b>The Report is provided to the Board for:</b>	<table border="1" style="width: 100%;"> <tr> <td style="width: 25%;">Decision</td> <td style="width: 25%;"></td> <td style="width: 25%;">Discussion</td> <td style="width: 25%; text-align: center;">X</td> </tr> <tr> <td>Assurance</td> <td></td> <td>Endorsement</td> <td></td> </tr> </table>			Decision		Discussion	X	Assurance		Endorsement	
Decision		Discussion	X								
Assurance		Endorsement									

**Summary / Key Points:**

**1. Introduction**

We have hundreds of volunteers within the trust all of whom have regular contact with patients and visitors. These interactions often result in volunteers coming back to Volunteer Services with questions, concerns or ideas.

Sometimes they are just keen to share how well something has been done, a kind word from a member of staff, a quick action that has shown how important our patients are. Other times a volunteer may have observed an action or a practice that has not had such a positive impact on a patient and they want to share that information to try and prevent it happening again. Other times volunteers just come up with ideas or suggestions for doing things a different way – maybe a way that we haven't identified as we are all so busy doing things the way we always do them.

Finally when volunteers put on their aqua shirt and their ID badge they are giving permission for people to talk to them – to share their stories with someone who is there because they want to be and whose time is given freely to listen.

This has been happening since volunteers became part of the trust but this feedback was not gathered to look at whether we could use it to make a difference.

So 'Message through a Volunteer' was introduced in October 2013 to try and capture some of that information and pass it on to the people who **should** know about it.

**2. Message through a Volunteer**

- All volunteers have access to message slips on the wards and in the volunteer offices. They can complete the slips at any time and post or email them to the Volunteer Services offices.
- The slips allow volunteers to identify whether they are feeding back:
  - Patient or visitor feedback
  - Volunteer feedback
- Patients can give their name and contact details to the volunteer so that someone can contact them, or they can choose to remain anonymous.
- The information is then recorded and passed on to different areas for response and action.

- Themes are identified and passed on for reporting through the Patient Experience quarterly reports and positive examples of actions are displayed for volunteers to see.

### 3. Results

In the first six months:

- 63 message cards containing 71 messages have been received through volunteers
  - 36 - volunteer observations
  - 28 - patient feedback
  - 7 - visitor feedback

The messages have been themed and the top two negative themes are:

1. Catering – e.g. food is cold or portions are too large
2. Information – e.g. GP letters not having enough information for patients to see where they need to go

The top two positive themes:

1. Buggy
2. General thank you's for care

Volunteers often enable those patients who may find feedback difficult through other channels to have their views and experiences heard. Volunteers support our most vulnerable patients and enable their voices to be heard.

### 4. Next Steps

- Message through Volunteer will be promoted to all volunteers to ensure all areas of the Trust are covered.
- Posters displaying results and actions will be shown to volunteers to encourage feedback.

Three volunteers Colin, Jenny and Paul are here today to share their experiences of using 'Message through a Volunteer' and the changes that have happened as a result of their messages.

### Recommendations:

The Trust Board is asked to:

- Listen to the volunteers stories
- Recognise the value of the feedback we receive through our volunteers in improving the patient experience

**Previously considered at another corporate UHL Committee?** No

**Strategic Risk Register:** No

**Performance KPIs year to date:** N/A

**Resource Implications (e.g. Financial, HR):** None

**Assurance Implications:** This service ensures that volunteers feedback forms part of the information we gather for patient experience reports.

**Patient and Public Involvement (PPI) Implications:** Volunteers often enable those patients who may find feedback difficult through other channels to have their views and experiences heard.

**Stakeholder Engagement Implications:** None

**Equality Impact:** N/A

**Information exempt from Disclosure:** N/A

**Requirement for further review?** None