

VOLUNTEER SERVICE Annual Report 2023-2024





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VOLUNTEER SERVICE ACHIVEMENT OVERVIEW 23/24

It's been another bumper and eventful year for the Volunteer Service:

This year **112** new volunteers started in post and **181** volunteers contributed **14624** hours to supporting our women, patients, staff and visitors.

We have continued to grow and expand our services across the Trust. We currently offer **23** volunteering opportunities, **four** were newly introduced this year: Therapy Dogs, Lived Experience Panel Members, Maternity Base Bay in conjunction with the Volunteer to Career programme, and Koala NW. The Volunteers supported **numerous** events/ad-hoc job requests, some of these included NHS75, Honeysuckle Xmas Grotto, MVP 15 steps, Annual Baby Loss Remembrance Service.

Our greatest achievement was introducing the **Volunteer to Career Programme (VtC)** with funding from NHSE and support from Helpforce, allowing us to appoint a fixed term Co-Ordinator.

The volunteer service was commended by **Helpforce** for achieving excellence in volunteering under the category of '**Celebrating Equality, Diversity & Inclusion in Volunteering**'. A bilingual volunteer received the **bronze award** in the volunteer of the Year category at the **Skills for Health Heroes Awards**.

We delivered a successful '**Story to Board**' and hosted the **Volunteers annual celebration** during Volunteers' Week.

The Volunteer Service **transferred** from the HR Directorate to **Patient Experience**.

Collaborated with the charity on submitting a grant application worth up to **£500k** for the introduction of a new community engagement initiative – Women's Wellness on Wheels, support by bilingual volunteers (outcome of bid announced in July 2024)

Developed two **Impact Measurement Reports** for the **VtC** programme and **Maternity Base Volunteer Role** in collaboration with Helpforce.

Trialled a **new volunteer role** on **NICU**, and supported **Neonatal** with **MOU's** between LWH and **Koala NW**, and the **Rainbow Trust**.

Onboarded **two** St John's Ambulance volunteers to LWH volunteers following the end of the contract between our two organisations.



Our Bilingual Volunteers

Can help improve patients and families, wellbeing by giving them time and sign posting to available resources at the hospital.

Bilingual volunteers in the Maternity Base Bay role have recorded **54** occasions of supporting patients since the service launched in November 2023. We are working towards capturing this data across all our volunteering opportunities.

Since November, the number of bilingual volunteers has risen from 35 with 21 languages, to 51 volunteers offering 25 languages.

“ a patient was struggling to understand a midwife trying to explain about a taxi, there were two volunteers passing and one of them stopped to ask if she could translate. The volunteer Asma, put the patient at ease and explained what needed to be passed on. The two volunteers stayed behind 10 minutes at the end of their shift to make sure that the patient was okay getting into a taxi.

The volunteers showed all the trust values and made passing the information on so much easier. this resulting in the patient having a better experience and feeling relaxed. ”

Security Team

REWARDS AND AWARDS

When volunteers feel appreciated and important they are more likely to feel connected to our organisation and continue their involvement.

Here at the Liverpool Women's, we reward our volunteers for Long Service, hour milestones, Volunteer of the Season & Volunteer of the Year. Volunteers can attend our annual celebration during Volunteer's Week. They can get a free cup of tea or coffee from the restaurant and café, and they receive staff discount on meals. Travel expenses and out of pocket expenses are reimbursed. We support them to achieve the National Volunteer Certificate, give them access to training provided by the trust i.e. BLS, application and interview workshops, and experience from volunteering that can enhance their knowledge and skills to improve their chances of gaining employment or accessing further education. This year we also developed and ran a 12-month Volunteer to Career Programme.

Some rewards and awards that were celebrated this year:

Michael O'Hanlon & Arabel Quirez - 20 Years Service

Diane Griffiths, Diane Jones, Barbara Webster, June Pinto & Irene Burns - 5 Years Service

Naw Paw Lei, Ahmed, Linda McMahon & Honeysuckle FC - Volunteers of the Season

Anne Burns - Mentor of the Year

Naw Paw Lei - Volunteer of the Year 2023/4

Rezmin Islam – received Bronze, Skills for Health, Volunteer of the Year

Commendations from Staff and/or Patients – Rezmin Islam, Asma Alakma, Laine Rogers, Fardus Muse, Katie Nutall, Therapy Dogs, Ralphie and Paddy (and Clare and Peter)

RECRUITMENT STATS for 23/24

112 Volunteers started between April 2023 and March 2024

We currently have **23 applicants** in the Recruitment Process

Out of the new starters (excl. applicants):

35% have said they either have a disability or are living with a lifelong health condition

48% are of ethnic minority

85% are interested in working for the NHS and/or gaining experience to pursue registered careers in the NHS

42% have a bilingual skill



Volunteers provided 400 hours to support the delivery and collection of mail across services on the ground floor.

MEET AND GREET VOLUNTEERS (Mon-Fri, 0830-1700)

Every year we are astounded by the number of patients and visitors our Meet and Greet Volunteers support and engage with. This year is no exception with volunteers having contact with **28675** patients/visitors. Provided **10218** directions, and **1148** ANC Checks carried out, plus carpark machine assistance given **1203**. This amazing group of volunteers also support Pharmacy Runs (along with the Volunteer Responders), the staff pantry, making packs for NICU and mail shots for ANC Access.

Most new volunteers begin their volunteer journey as a Meeter and Greeter. The role offers a good grounding in gaining knowledge of the hospital, and it helps build their confidence before transferring to a volunteer role on the wards.

93 volunteers
provided **3282** hours



“Being a volunteer at the hospital for the past 5 years after being made redundant has broadened my knowledge and made me feel valued and appreciated.” Diane

VOLUNTEER RESPONDERS (Mon-Sun, 10.30-2200)

This is a popular role, that most volunteers aspire to join after completing 20 hours of volunteering in ANC or Meet and Greet. They complete a half day training programme, which includes engaging with patients, making/changing beds, mealtime support, and IPC. All new volunteers to the role have buddy shifts with experienced volunteers until they feel confident.

The role was created by the Volunteer Services Manager during the pandemic to return volunteers to clinical areas to support patients and staff.

The Volunteer Responders can work autonomously, negating the need to be directed and supervised by the staff on the wards. They complete Check n Chat Rounds with women and patients, which generates most of their work, they also do Pharmacy Runs and support the hostesses at mealtimes.

This role is invaluable in supporting patients and relieving staff time pressures which is proven by effective impact measurement tools – see the results below.

Volunteer Responder						
Total Number of Patients Volunteers Engaged with: 10129						
	QUESTIONS	ACTIONED BY	QTY	x minutes	Staff time saved	
					HH	MM
	Patient would like to shower?	STAFF INFORMED	61			
	Soiled bedding requires changing	STAFF INFORMED	168			
	Bedding changed/made	VOLUNTEER	752	10	125	20
	Operate Bed/Call System	VOLUNTEER	143	2	4	46
	Fresh water provided	VOLUNTEER	3177	5	264	45
	Given Food and Hot Drink	VOLUNTEER	890	15	222	30
	Directions to the Patient Kitchen	VOLUNTEER	47	5	3	55
	Assistance to contact Family	VOLUNTEER	24	5	2	0
	Cots moved to within reach	VOLUNTEER	140	5	11	40
Total Time Saved					634	56



Paddy and Ralphie, and their handlers Clare and Peter started volunteering in March 2024 for GOPD on a 3-month trial. The trial is due to be reviewed in July 2024.

The Volunteer service supported Gillian Walker with the development and implementation of the Animals and Pets in clinical healthcare settings policy.

Feedback from patients and staff, strongly suggests that Paddy and Ralphie, Clare and Pete have been a welcome support and distraction for the patient's attending clinic. To date, we've received 55 feedback responses – all were positive:

"Today was not a good day for me. But the presence of Paddy and Ralphie made me smile - Thank you very much they were both a little ray of sunshine."

"Loved seeing these beautiful dogs, it was such a lovely experience, great idea, very relaxing and stops people worrying."

"A great idea, a joyful and playful experience to pet and play with Paddy and Ralphie. One of the highlights of my working week."

"Seeing Dr. Paddy immediately improved my mood and made me feel relaxed and happy attending the imaging dept. What an asset to the hospital - amazing!"

"I'd had a scan, I was very anxious regarding it and as I walked out. I saw the dogs, I sat and spoke to the lovely Clare and Peter and I had such a smile on my face when I left. Wow. What a fantastic idea to have them here."

"Beautiful and friendly dogs. they were a lovely distraction while we were here. Lovely friendly owners too. They made our visit less stressful. Thank you for bringing them."

ANC VOLUNTEERS

(Mon-Thu, 0900-1700)

The volunteers support the smooth running of the clinic by ensuring women are booked in at reception, signposted to the correct waiting area and request women produce a urine sample if needed, this all helps reduce clinic delays.

This role is perfect for new volunteers. It is slower paced compared to some of our other volunteering opportunities i.e. Volunteer Responders, Meet and Greet, and as the volunteers are based in the one area and are supported by the clinic staff, they find the role easy to pick up and quickly establish a routine.

Volunteers have been especially supportive of the Monday NEST clinic and busy Wednesday clinics.

Number of patients volunteers engaged with: **1868**

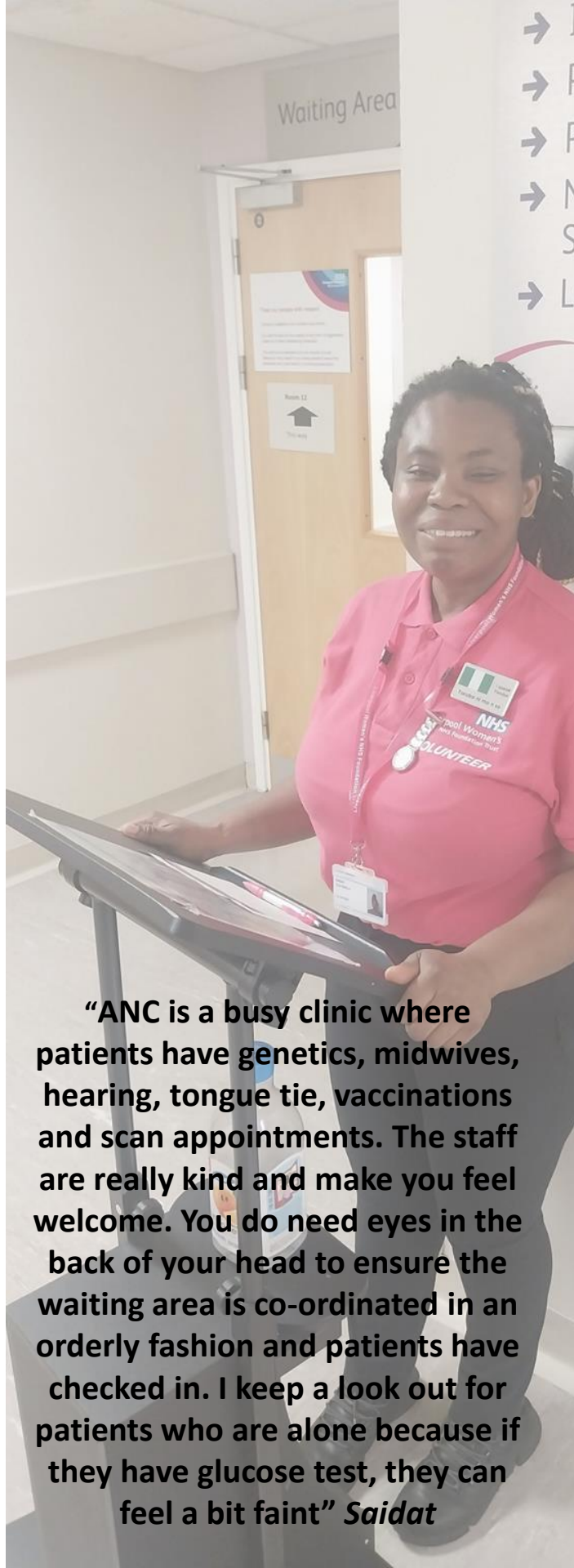
Number of patients directed to check in: **324**

Number of patients asked to produce a urine sample: **291**

Number of patients shown the waiting room: **566**

Staffs Time Saved: 125 hours

Sharon Duffy, Hearing Team, said "The volunteers are really helpful and friendly, they are not only good with patients but with staff also."



"ANC is a busy clinic where patients have genetics, midwives, hearing, tongue tie, vaccinations and scan appointments. The staff are really kind and make you feel welcome. You do need eyes in the back of your head to ensure the waiting area is co-ordinated in an orderly fashion and patients have checked in. I keep a look out for patients who are alone because if they have glucose test, they can feel a bit faint" Saidat

Honeysuckle Volunteers

Our Honeysuckle Team embrace and value the support from volunteers through various roles:

Peer Supporters are volunteers with lived experience providing peer support to families experiencing pregnancy and baby loss.

Honeysuckle FC volunteers, and the Honeysuckle Team in partnership with LFC Foundation provides support to men suffering pregnancy and baby loss through peer support. As well as providing peer support to families, the volunteers assist with running football training sessions and other scheduled events in conjunction with the LFC Foundation. Honeysuckle FC team were awarded the Liverpool Women's Volunteer of the Season award for Winter 2024.

Admin Volunteer provide admin support to the Honeysuckle Team with setting up venues, stock control and other basic admin duties.



Sean and Craig - HFC Dads
Awarded Volunteer of the Season

Over **300 hours** of support to families and the team provided by the Honeysuckle Volunteers.

HEWITT FERTILITY CENTRE (HFC) VOLUNTEERS

Introduced in September 2022, the **HFC Scientific Volunteer Role** offers volunteers the opportunity to support the scientific team to provide better care to patients by alleviating certain tasks and allowing staff to dedicate more time to clinical duties and training, thus improving and reinforcing the current workforce.

It provides the volunteer with an opportunity to learn about the different roles scientists play in the field of reproductive medicine and allows them to shadow staff during their day, providing valuable insight of key responsibilities and implications of a scientist.

Volunteer roles are available at Knutsford site and Crown Street.

HFC volunteers provide support to women and partners when they arrive at the unit and support the administrative team.

4 volunteers have given a combined **122 hours** of support to HFC

PHARMACY RUNS

(Mon-Fri, 1030, 1300, 1430, 1600)

Volunteers have been helping deliver TTO's to departments across the Trust up to 4 times a day, Monday to Friday.

It is estimated they deliver **200** TTOs a month based on pharmacy workload. The Volunteers provide a valuable service in freeing up staffs' time, based on runs taking an estimated 20 minutes each. Furthermore, TTO's delivered regularly and on time can help speed up the discharge process.

The volunteers completed **327** pharmacy runs

Potentially freeing up **109** hours of staffs time





"We enjoy volunteering in the shop and that we get to spend some time catching up when our shifts cross over. We've become good friends."

June and Barbara

LITTLE WOOLLENS (Mon-Fri, 1000-1600)

The stalwart team of **7** volunteers have dedicated over **1093** hours to opening the shop 5 days a week and helping maintain stock control and selling beautiful donated handknitted/crocheted baby items in the Little Woollens onsite shop.

The shop raised £23k in 23/24. All monies raised go to support the Neonatal Unit. Making families experiences the best it can during what must be one of the most difficult times of their lives, when their child is critically ill on the unit. The funds go to support activities for siblings, foods for the family kitchen, artwork for the unit and enhancing the overall facilities.



Volunteer To Career Programme (VtC)

With an external grant from NHSE, we funded a fixed term Volunteer Co-Ordinator role to support the Volunteer Services Manager in developing and implementing a new VtC programme.

The newly developed Maternity Base Bay Volunteer role was identified as the ideal role for the VtC programme, given the volunteers on the programme, would be supervised by midwives overseeing bays.

Since the programme started in June 2023:

- 17 Volunteers have taken part
- 6 Volunteers have taken up employment in the NHS (5 at LWH)
- 6 Volunteers have secured further education or training related to health and care (2 are commencing midwifery in Sept 24)
- LWH policies recognise the volunteers as a potential talent pool
- 15 Volunteers completed the Care Certificate (excluding observations)

The programme officially ends in June 2024, but we will continue to support the volunteers who remain on the programme to pursue their goals and ambitions.

Please read the Maternity Base Bay Volunteers and the Volunteer to Career Programme reports attached to this report.



Despite the VtC programme's success, it is uncertain whether the programme can continue after the current cohort of volunteer's finish.

17 Maternity Base Bay Volunteers provided **700 hours** of volunteering and freed up an estimated **296 hours** of staffs time.

EVENTS & AD-HOC ACTIVITIES

Our versatile volunteers have supported various events for the organisations and ad-hoc requests for help.

These include:

- Place assessments
- Maternity Voices Partnership meetings
- General Admin i.e. mail outs, making packs, distributing flyers and leaflets
- Reviewing Patient Information leaflets
- Supporting Neonatal Events: Sibling movies and Xmas Grotto
- NHS 75, and Florence Nightingale, and Annual Baby Loss Remembrance Service
- Charity and Fundraising events

These activities combined equate to approximately **276 hours**



Chaplaincy Service

We are very privileged and blessed at Liverpool Women's Hospital to have a fantastic team of volunteer Multi Faith Chaplains, and Chaplaincy Visitors. We have an amazing team of full-time working Ministers who give their time freely to be on the 24/7 on-call rotas and spend time visiting and supporting our patients, families, and staff. The members of the Chaplaincy team are a professional team and are available to listen and talk to patients, relatives, and staff, to offer time and space for spiritual reflection, to help individuals discuss their own feelings, anxieties, and fears and work-related concerns. They also help them find strength and comfort in their own illness and that of a loved one or to talk through family concerns. The Chaplaincy team support those of all faiths and those with none.

Chaplaincy provides highly skilled compassionate, pastoral, spiritual and religious support for patients, carers and staff facing situations which are at times harrowing and stressful, this can include infant death, providing Baptisms, Blessings and naming of babies, also end of life care, both for adults and babies.

We are privileged to share in people's moments of joy and happiness.



The Chaplaincy team also support religious events for all faith groups and help care for and look after the Multi faith room. A Multi Faith Booklet was written for the Trust and the team helped with the overview of the Booklet. We have other Faith Groups that will attend when called on to be with a patient. We work alongside other departments in the hospital, The Honeysuckle team, fundraising, foodbank, NICU and wards, also supporting any Trust events that the Chaplaincy team are needed for.

We are grateful, for such a dedicated, compassionate, and caring team of volunteers who come alongside all who need them in the Liverpool Women's Hospital to be alongside them in the light as well as the dark.

Lived Experience Panel Members (LEP)

We believe that being informed by people who have lived experience is critical to the development and delivery of meaningful services and improvements at Liverpool Women's Hospital. In January 2024, we supported the Head of Patient Experience and Inclusion with the introduction of Lived Experience Panel Volunteer Members.

What do we mean by lived experience

People with experience of living with or caring for someone with healthcare issues are an invaluable resource to health care quality improvement work. They not only bring their personal perspective of living with, or supporting someone, with health issues but can also offer many other skills, challenge, and experiences. Their perspective and experience of our services is real and honest. Involvement of people with lived experience of Liverpool Women's Hospital is essential in this work. They will contribute to the work of the organisation by influencing policy and practice across the Liverpool Women's Hospital and attending meetings to speak and share ideas.

We currently have **14 LEP** volunteers with a mix of experience and diverse backgrounds.



Helpforce, partners with health and care organisations across the UK to accelerate the growth and impact of volunteering.

At Helpforce's national awards celebration in October 2023, The Volunteer Service were commended for the work they do to celebrate equality, diversity and inclusion in Volunteering at the Liverpool Women's Hospital.

Click the link to watch a short video of our nomination:

[Celebrating equality, inclusion and diversity in volunteering - Liverpool Women's NHS FT \(youtube.com\)](#)

Click the link to view our nomination:

[Helpforce Champions Awards 2023 - Winners | Helpforce](#)

Did we achieve our priorities set out in last year's Volunteer Annual Report?

YES, we absolutely did.....

- We have supported the trust in achieving its strategic ambitions to represent local population of Riverside Ward. Widening participation and Growing our future workforce with an enriched diverse group of volunteers
 - The Volunteer Service developed the intranet page which is detailed and informative.
 - We Increased the number of volunteers from 147 to 181.
 - Two impact measurement reports have been produced that demonstrate the value and impact volunteers have on patient experience and staff wellbeing.
 - Delivered the Maternity Base Bay Volunteer role as requested by the Maternity Transformation Improvement Plan
 - We've seen an increased number of services requesting the support of volunteers which proves we've successfully raised our profile within the Trust and have developed new links with staff and departments.
 - Twelve volunteers completed the National Volunteer Certificate
 - A £500k funding application submitted to NHSE in partnership with CW+ to implement Bilingual Volunteers and Women's Wellness on Wheels community base initiative.
 - Strong working partnership with *Helpforce*, NHS England and locally based Transform Lives Company successfully embedded with two-way referral between LWH and TLC, and ongoing support for LWH volunteer service from *Helpforce*.
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Thank you

Gina and Louise wish to thank the Senior Managers, Managers and Staff, for welcoming, supporting and recognising the value of volunteers.

FAREWELL

“I’m sad to leave the Volunteer Service, it’s been an amazing experience and I’ve learnt many new skills. It’s been a privilege to have worked with our amazing volunteers, and to also have played a small part in helping those on journeys into healthcare careers. It’s been one of the best roles I’ve had! Louise Robinson