

# Volunteer Strategy

2015 - 2018



## Volunteering for the future of the NHS

The Five Year Forward View recognises the contribution volunteers already make to the NHS, with approximately 3 million volunteers already contributing to the provision of Health and Social Care across England, but it also recognises that *“we have not fully harnessed the renewable energy represented by patients and communities.”*

*Champions Show the Way is a fantastic example of harnessing this energy*

Find out more by watching this short film

<https://www.youtube.com/watch?v=R5fD3UIyodA>

## Vision for Volunteering

**Volunteers and staff working together to develop innovative and creative volunteer roles with benefit to the service user at its heart.**

**We will share learning, celebrate success and ensure volunteers receive respect and thanks in everything they do for the organisation.**



**You & Your Care**

[www.bdct.nhs.uk](http://www.bdct.nhs.uk)

# Transforming the Vision into Reality

## Laying the Foundations

The following principles will be the foundation of all volunteer work within BDCFT;

- Volunteers will be given the opportunity to bring their knowledge, skill and experience to their volunteer role.
- Volunteers should enhance service provision and not duplicate or replace paid staff roles.
- Volunteers should always feel valued and be thanked for the contribution they make.

## What we will achieve

- ⇒ Enhanced service provision and patient experience through volunteers.

## How we will do this

- ⇒ Identify priority service areas that will benefit from volunteers.
- ⇒ Give staff at all levels the opportunity to be innovative about volunteer roles.
- ⇒ Ensure patients, service users and carers are supported to volunteer.

*“It allows you to make new friends and meet new people; over time it’s like building a little community.”*

## What we will achieve

- ⇒ Develop a team of volunteers to support services across the Trust.

## How we will achieve this

- ⇒ Recruit a diverse mix of volunteers with a range of experience, skills and interests.
- ⇒ Develop creative and innovative volunteer roles to support services.



### What we will achieve

- ⇒ Implement safe, effective and efficient processes for recruiting and supporting volunteers.

### How we will achieve this

- ⇒ Develop robust and proportionate internal processes for the recruitment, training, role development, role assignment, supervision and on-going support of volunteers.

*"I've gained a bit of interaction from people and this was what was missing in my life, as it's all too easy to find yourself cut-off, as everything is concentrated in the person you're looking after."*



### What we will achieve

- ⇒ Develop an organisation wide culture that supports volunteering.

### How we will achieve this

- ⇒ Ensure staff are engaged with volunteering.
- ⇒ Ensure staff are enabled to work in partnership with volunteers.
- ⇒ Ensure volunteers are thanked and their contribution celebrated.

*"If people who saw me three years ago saw me now, they'd hardly believe I was the same person."*



# Benefits of Volunteering

Volunteering has many benefits;

- **for the volunteer** to gain experience, give back to the NHS or community, to keep active, reduce isolation and maintain health and wellbeing.
- **servicer users** to improve health & wellbeing and patient experience.
- **the organisation** to benefit from the knowledge and skills in the community, improve the offer it can make to patients and better understand the community it serves.

Practice Health Champions demonstrate impact at many levels; for the GP practice, the volunteer and the patients.

Find out more by watching this short film

<https://www.youtube.com/watch?v=rPXISwCnEG8>

*"I was really stressed before and now I think I have more time to do things for myself."*

**How will we know our plans are working?**

- A Trust Wide action plan will be developed.
- The You and Your Care Strategic Reference Group will oversee this strategy and monitor progress.
- Patient and staff feedback.

## Further Information

If you would like more information about our plans please contact;

**Email:** [volunteer@bdct.nhs.uk](mailto:volunteer@bdct.nhs.uk)

**Tel:** 01274 322662

**Visit:** <http://www.bdct.nhs.uk/volunteering>

*"I wanted to find something to fill my time that would be more worthwhile than my job had been."*

