



National Association of Voluntary Services Managers
Leading volunteering in the NHS

Taking a practical approach to measuring impact in the NHS / healthcare setting

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What is impact?

Impact is change that happens as a result of an activity or project.

Positive or negative

Long or short term



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Process of measurement can be described as.....

Inputs

Outputs

Outcomes

Impact



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Inputs

Resources that go into your volunteer programme:

Staff

Budget

Materials / equipment

Volunteer hours



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Outputs

Are the products or services of your programme:

Help for patients to eat

Buggy Service

Number of volunteers trained

Coffee shop in community hub

Patient self management programme



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Outcomes

The changes, benefits or learning from your programme:

Increase food eaten by patients

Reduced food waste

Skilled volunteers

Coffee shop sales

Patient's knowledge of condition



Impact

The impact describes the broader, longer terms effect of your programme:

Reduced time in hospital

Reduced costs

Increased awareness of volunteers

Increased patient/user satisfaction

Reduced visits to GP



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Ask Five Questions

- 1. Why should I measure impact?**
- 2. What and when should I measure?**
- 3. Who needs to be involved?**
- 4. What is already available?**
- 5. What am I going to do with the data?**

Case Study 1

Community First Responders West Midlands Ambulance Service

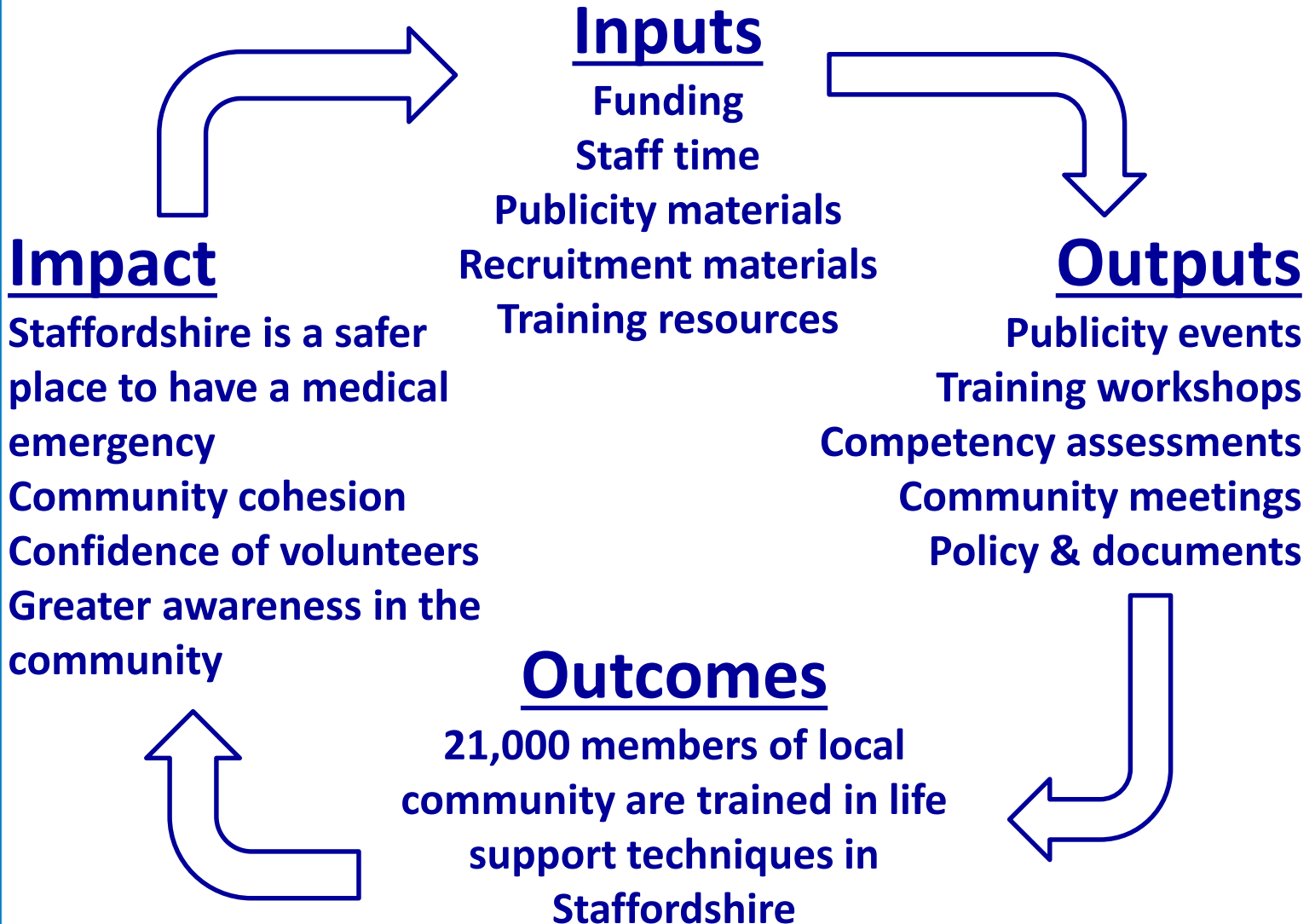
Heartstart



Measures:

- Number of volunteers
- Volunteer Training Programme
- Volunteers passing assessment
- Number of patients seen
- Response time
- Clinical outcome
- Number of serious untoward incidents
- Complaints / compliments
- Patient / volunteer stories





NHS

Case Study 2

Leading volunteering in

NAVSM

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Shuttlebug at University Hospitals Birmingham NHS Foundation Trust



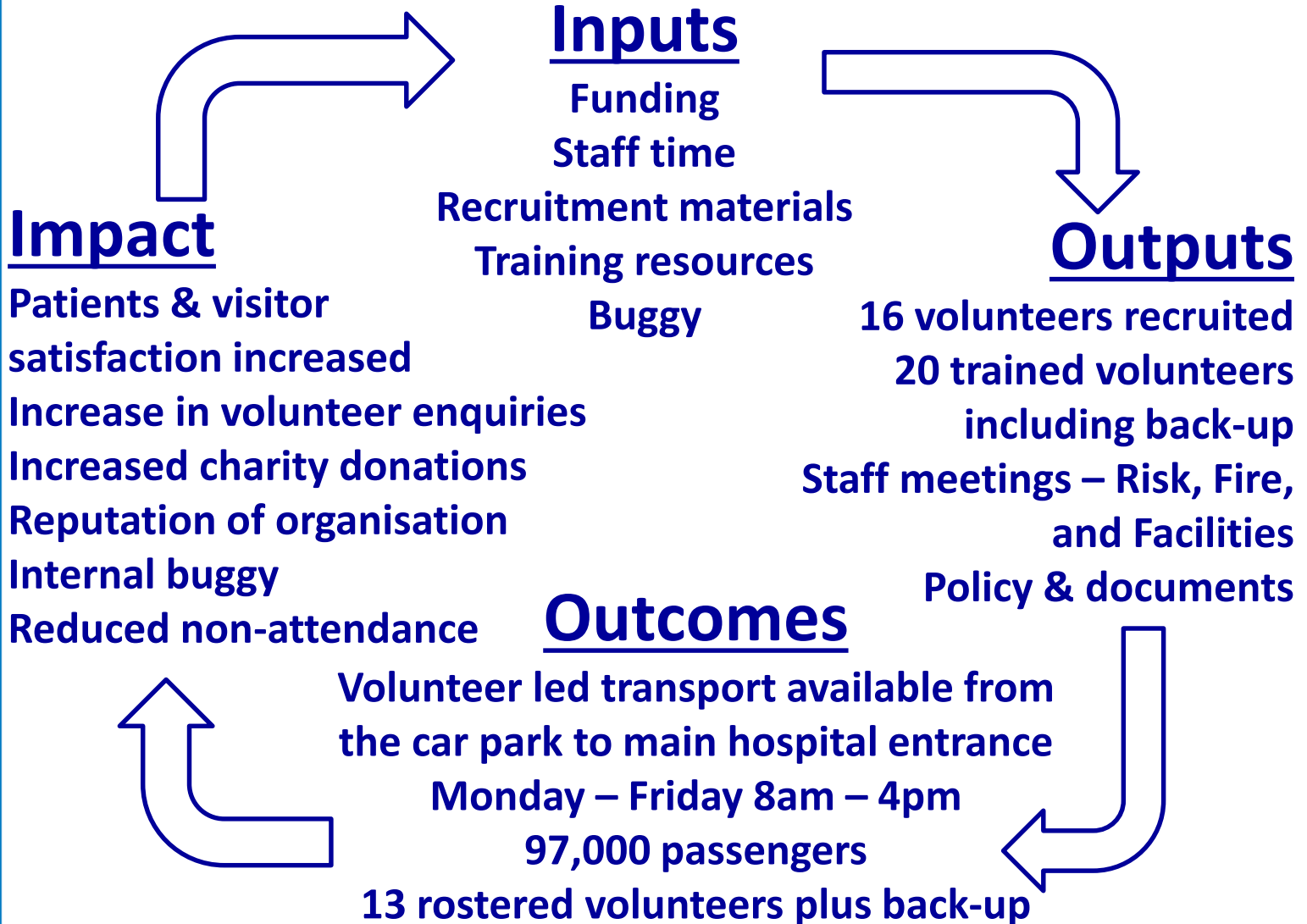
Shuttle
BUG



Measures:

- Number of volunteers
- Volunteer Training Programme
- Volunteers passing assessment
- Number of passengers
- Number of untoward incidents
- Feedback – complaints /compliments
- Enquiries to reception







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Why measure impact?

- Improve
- Provide accountability
- Evaluate
- Publicise benefits of volunteer programmes
- Funders
- Senior Managers
- Regulators: Care Quality Commission/ Monitor
- Clinical Commissioning Groups
- Evidence for volunteer strategy progress
- Evidence for personal objectives
- For volunteers
- Demonstrate economic value



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What and when should I measure?

What?

- Should be matched to your aims
- Based on the change you expect to see
- Economic value - VIVA

When?

- Ideally part of planning
- Depends on project
- Before and after
- After a defined period
- Continuously



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Who needs to be involved?

- Stakeholders i.e. anyone it will impact on
- Quality Department / staff
- IT staff
- Risk Department
- Performance Department

What is already available?

- A huge amount of information
- Ask those involved
- Don't reinvent the wheel

NHS Information is collected for:

- **Regulators**
 - Care Quality Commission
 - Monitor
 - NHS England
- **Commissioners**
 - Clinical Commissioning Groups
 - Specialist Commissioning
- **Research and audit**

What am I going to do with the data?

- Use it!
- Share it
- Present it appropriate to the audience
- Improve
- Evaluate
- Evidence
- Promote and publicise



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Thank you

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