

HelpForce

MAKING MORE TIME FOR CARE

September 2017 briefing

1. What is HelpForce
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5. Status

What is HelpForce?

- New national programme to help NHS hospitals unlock the full potential of volunteers
- Funded by philanthropy, HelpForce is a CIC (Community Interest Company) / not-for-profit
- Brings together the health and third sectors, operating for the benefit of individuals within the NHS

Our Vision

Better health and care for all of us - driven by the gifts of time, talent and kindness

We want to make a difference for:

- **Patients** with improved wellbeing and experience on their health journey
- **Volunteers** making a greater impact through more effective, purposeful and satisfying roles
- **NHS staff** as greater volunteer support frees up more time to care
- Healthcare **providers** to improve patient flow

2. Vision...What could success sound like?



Patient

“I get more...”

- Time, attention & care
- Company and conversation (& less bored!)
- Information
- Assistance so I do not get weaker in hospital
- Help getting out of hospital and back home quicker



Staff

“What I am seeing is...”

- Patients getting more time and care
- Volunteers part of the team
- More feedback on patients and how system is working
- Volunteers valued and our ‘right hand’
- Colleagues proposing new volunteer roles



Volunteer

“We feel we have...”

- Fulfilling, supported roles with purpose and impact
- A range of opportunities
- Smoother processes for joining, vetting & matching
- Strong relationships with patients & staff
- Greater recognition
- More of a voice & say



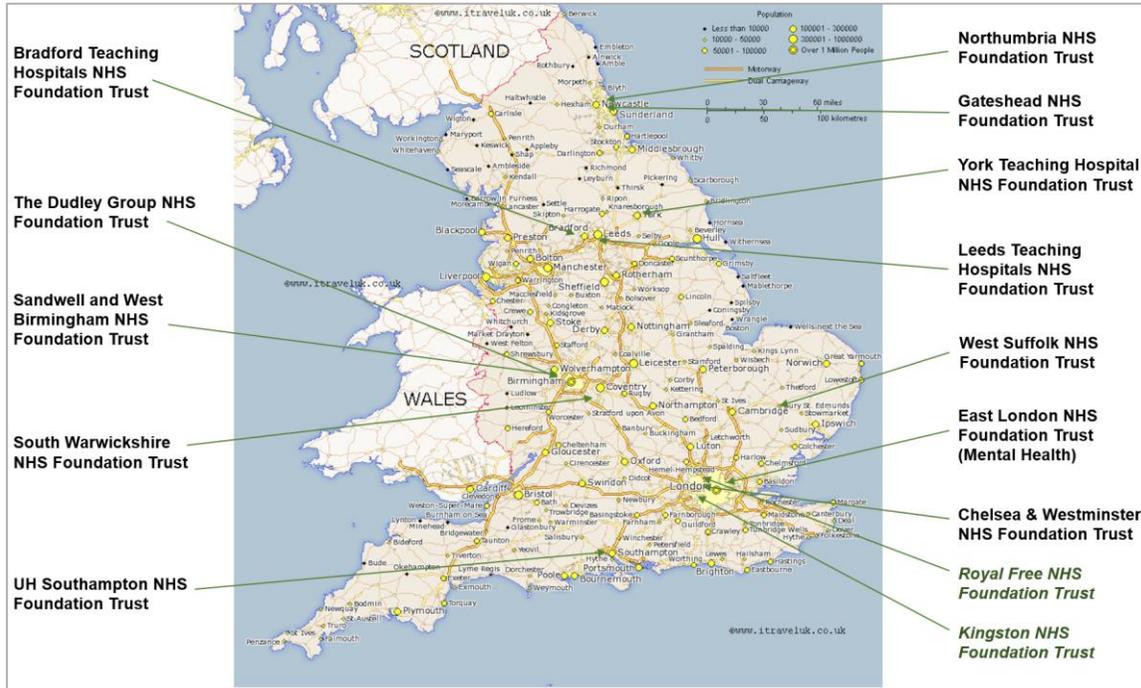
Provider

“Our organisation has...”

- Volunteering integral part of our strategy
- Seen measurable benefit from investing in volunteer services
- Improvements in patient & staff satisfaction
- A greater connection with our local community

3. What is in place

14 Trusts in our HelpForce Network



5 of these are HelpForce Pilot trusts...

1. Northumbria
2. Sandwell & West Birmingham
3. West Suffolk
4. Chelsea & Westminster
5. University Hospitals Southampton

- Received funding from NHS England
- Start testing new volunteer-centred interventions early next year

Team

- Sir Tom (exec Chair)
- Paddy (MD)
- Trust Engagement Lead x 2 (North, South)

Plus a strong advisory board

Partnerships in place (or in development)

- NHS England
- NHS Improvement
- NHS Digital
- HEE
- Forster Communications
- Deloitte Consulting
- Ageing Better
- NCVO
- RVS
- British Red Cross
- NAVSM
- #iwill

4. Action Areas

Influence

Strategic Support
for greater voluntary involvement

- Support from NHS bodies & leaders to **encourage adoption and innovation**
- Discuss with **CQC** the creation of new questions and standards for volunteer services
- **Partnerships** with national voluntary organisations to improve VCSE integration across health & care
- **Consult NHS staff** on how they wish to involve volunteers

Improve

HelpForce
Learning Network

- 14 NHS Trusts, & will expand
- Share good practice, solve challenges
- Learn from Pilot projects & apply

- Create **knowledge sharing platform**
- Share best examples of **practice and what works**
- Work together to **solve common challenges**
- Build a '**Volunteering Improvement Model**'
- Develop new capabilities such as a national volunteer **training certificate** and **Volunteer Passport** digital solution

Innovate

HelpForce
Pilot Projects

- 5 Pilot sites to start by early 2018
- Design, test, measure new interventions & roles

- Create and test **volunteering interventions & roles** with staff, volunteers & patients
- **Funding** of local project resources
- Guidance & **on-site support**
- **Offers** from national programmes & VCSE partners
- **Evaluation** framework & resource

Opportunities to work together

- Learning network and learning platform
- Volunteering Improvement Model
- New HEE initiatives ...e.g. VSM Leadership development, National certificate
- New HelpForce digital solutions
- NHS Staff campaign