

# National Group for Volunteering in NHS Scotland

Minutes of the meeting held on 13 August 2019

Healthcare Improvement Scotland, Scottish Health Council Forth Valley Office,  
46 Barnton Street, Stirling, FK8 1NA



## Present

Tom Steele	Chair, Scottish Ambulance Service [ <i>Chair</i> ]
Alan Bigham	Programme Manager, Scottish Health Council
Rob Coward	Educational Projects Manager, NHS Education for Scotland
Sandie Dickson	Person Centred Improvement Lead, The State Hospital
Pauline Donnelly*	Person Centred & Patient Experience Coordinator, NHS Forth Valley
Marion Findlay	Director of Services, Volunteer Edinburgh
Diane Lockhart	Voluntary Services Manager, NHS Lothian
Louise MacLennan	Head of Equality and Engagement, NHS National Services Scotland
Tracey Passway	Clinical Governance and Risk Management Team Lead, NHS Tayside
Claire Stevens	Chief Officer, Voluntary Health Scotland
Tom Wilson	Staff-side rep, NHS Lanarkshire and Royal College of Nursing
Margaret Young	Strategic Lead for Volunteering, NHS Greater Glasgow & Clyde

## In attendance

Suzanne Dawson	Chair, Scottish Health Council
Maeve Hully	UK Development Director, Helpforce
Mark Lever	Chief Executive, Helpforce
Kelly Tulloch	Administrator, Scottish Health Council [minutes]

## Apologies

Jolanta Lisicka	Participation Policy Manager, Scottish Government
Tony McGowan	Review & Implementation Lead, Scottish Health Council
Lisa Taylor	Project Officer, Scottish Health Council
Lee Shennan	Person-Centred Care Policy Officer, Scottish Government

\*attended on behalf of Elaine Kettings, Head Of Person Centred Care, NHS Forth Valley

## 1. Welcome and apologies

Tom welcomed everyone to the meeting; introductions were made around the table and apologies were noted.

## 2. Minutes of meeting held on 27 May 2019

The minutes were agreed as being accurate. Actions had been either completed, addressed on agenda or continued as noted in action log.

## 3. Matters arising

### ► National Group members – new members and expectations

A welcome was extended to new members Tracey and Pauline. Each were asked what they hoped to gain and bring to the Group.

File name: NG34 DRAFT minutes v1.0.docx	Version 1.0	13-Nov-2019
Produced by: K.Tulloch	Page 1 of 7	Review Date: N/A

Tracey said she was looking forward to making good connections with other board areas. Tracey highlighted an interest in linking Health and Social Care Partnerships (HSCP) and NHS boards together. She also noted she has a Clinical Governance role and an interest in reporting. Alan appreciated the interest in HSCP but noted that the Group remit is currently for NHSScotland with limited capacity for expanding to HSCP. The implementation of the Scottish Health Council review may bring scope to explore work with partnerships within this, however this cannot be confirmed at this stage. Tracey felt that working with HSCP is positive, Tom agreed it is something to be aware of and to consider for an agenda moving forward. **Tom has an action to follow up this up for a future agenda.**

Pauline shared that herself and Elaine are looking forward to linking in and being part of the network. Pauline's role is evolving to include more work with volunteers, therefore she felt joining the Group was a good opportunity to learn and to ensure with a focus on safeguarding.

▶ **Clear Pathway – Evaluation**

Claire gave background on the Clear Pathway and updated on the evaluation. They are hoping to have the final report completed by end of March 2020.

**Claire agreed to email the report and feedback to Group.**

▶ **National staff uniform and volunteer uniforms in use**

Alan referenced a recent enquiry from an NHS Board about volunteer uniform. He asked the Group members what boards currently do and what their thoughts were on have a standardised national uniform for NHS volunteers.

Currently any uniform for NHS volunteers varies in each board. Examples given included t-shirts, fleeces, badges and/or lanyards. Some have a few of these, some only a t-shirt, some boards have no uniform only a lanyard. Other boards would not allow a lanyard as part of their infection control policies.

Red seemed to be the favoured colour for volunteers as it clearly differentiates them from staff uniforms and members of the public.

The Group agreed that a standard uniform for NHS volunteers would be useful and shared that volunteers also prefer to have a uniform. They said it was important to ensure volunteers are identifiable for safeguarding reasons and also that volunteers wish to feel comfortable.

Alan noted that the Group cannot make a decision on a national uniform for volunteers, however can make a recommendation. The Group feel a national uniform would be positive for identity and infection control. The Group agreed that NHS volunteers should have a different uniform from third sector volunteers.

**Alan took an action to speak to the Scottish Government representative.**

File name: NG34 DRAFT minutes v1.0.docx	Version 1.0	13-Nov-2019
Produced by: K.Tulloch	Page 2 of 7	Review Date: N/A

Alan added that depending how above action goes, there could be an update to the updated national handbook for volunteering.

▶ **Evidencing the impact of volunteering**

Alan updated on the workshops being held with Volunteer Managers; the first of two workshops has taken place. Following evaluation of the workshop, slight adjustments have been made during planning for the second to get the give benefit for the delegates.

▶ **Consultation on Sexual Harassment in the Workplace – volunteers**

Alan asked if the Group would like to send a collective response to the consultation. Some of the Group had not been previously aware of this consultation therefore **Alan agreed to circulate the information to the Group.**

Marion has already requested their team in Volunteer Centre Edinburgh collate and send a response locally, though she is happy to share this with Group. **She also offered to collate a response on behalf of the Group.**

The deadline for a responding is 02 October 2019.

▶ **National application form update**

Discussed earlier under previous minutes.

#### **4. National Group for Volunteering in NHSScotland Terms of Reference**

Alan shared the updated draft with Group. He highlighted section three which has been amended to reflect the expectations and role of the Group/members.

He asked the Group to think about length of term, the Group agreed three years (for the organisation not a named person) seemed appropriate.

Alan would like to table a paper at the next meeting to discuss how the Group can consider the volunteers/public voices without resulting in tokenistic involvement. **Alan to bring a paper to the next meeting.**

Tracey shared that the word 'ensure' on page three did not feel like the best word choice for the statement. Other suggested words were 'influence' or 'support'. The Group agreed to change the wording to be 'Promote the importance of'.

The Quorum number was discussed agreed to be a third of the stakeholder Groups.

The Terms of Reference was approved by the Group subject to above changes.

#### **5. Volunteering in NHSScotland Programme update**

Alan gave a verbal overview of the paper he had produced.

Highlighted items included:

File name: NG34 DRAFT minutes v1.0.docx	Version 1.0	13-Nov-2019
Produced by: K.Tulloch	Page 3 of 7	Review Date: N/A

- NHS24 are now using the Volunteer Information System (VIS). Alan is still working with NSS and SAS to get them onto the system. Tom noted that SAS is a unique board for volunteering (first responders etc.) and they also have their own system. Tom said there around 1500 volunteers, and although their role is different from other NHS volunteers they are still volunteers. **Tom offered to speak to his SAS contacts to scope if using VIS would be possible.**
- The next Volunteers Managers' Network will take place in Dundee on 24 September 2019.
- Helpforce has secured funding for 'End of Life' pilots in the UK. So far five NHS boards have expressed an interest. Alan noted he will support the application process.

Tom thanked Alan for the report and all work which had gone in to it.

Tom asked the Group if they had experiences of whistleblowing from volunteers. Some have had informal whistleblowing by way of people leaving their roles rather than formally reporting. One had received a complaint from a volunteer which was addressed using the complaints handling process.

It was discussed that volunteers are 'eyes and ears on the ground', but noted that they may not feel comfortable to whistle blow about the ward they are volunteering on. Others feel they are an empowered Group and they are 'eyes and ears' but don't have to feel there is a risk they will lose their jobs.

Staff will give feedback if they feel volunteers are inappropriate or no suited to the ward they were allocated.

The Group talked about their experiences and how issues have been handled and how they try to ensure recruiting volunteers goes as smoothly as possible. They discussed building a positive culture for volunteers. One person shared that volunteer champions seems to be working well, noting one of these champions is an occupational therapist. They are encouraging more involvement with allied health professionals.

**Tom noted that he had an opportunity to bring whistleblowing up with Scottish Government.**

**Claire will check with policy officer to find out if there is a policy for volunteers and get back to Tom.**

## 6. Volunteering in NHSScotland and Helpforce

### ▶ Helpforce workplan – NHSScotland level of engagement

Mark gave a verbal update – Helpforce are seeking to find out how to make the biggest difference to volunteers and want to work closely with other third sector organisations.

They are keen to reflect new opportunities and get people involved. They do not want to

File name: NG34 DRAFT minutes v1.0.docx	Version 1.0	13-Nov-2019
Produced by: K.Tulloch	Page 4 of 7	Review Date: N/A

replicate voluntary sectors; their aim is to create training and networks to help build the volunteer infrastructure and allow others to tap in and share learning.

Maeve shared that the 'End of Life' project is in early stages and they are delighted to have NHS boards involved. They are looking at how they can make the project successful and how other boards can get involved. Maeve noted that they are working closely with Alan on this project.

Mark noted the challenges in scaling and sharing good practices, though they are keen to make this more accessible and avoiding duplicating work.

There was a discussion around the positive voluntary culture in Scotland and the benefits of sharing best practice.

Alan shared paper NG34-06a with the Group and highlighted that Maeve is contact for any queries.

#### ▶ **Volunteering in NHSScotland Programme workplan status**

Alan discussed the paper NG34-06b and thanked to those who responded to the request to mapping under the Helpforce education workstream (it was not sent to everyone due to time restrictions).

### **7. Volunteering in NHSScotland Communications Strategy**

Alan gave update and thanked everyone who had fed in to the development thus far.

Case studies collated and developed by Lisa show examples of best practice and share positive stories that can be shared more widely. Experience has shown that volunteering has been lower on the agenda for NHS Communications (Comms) teams against a tide of competing priorities. Therefore Alan is trying to encourage collaborative work between volunteering staff in boards and their Comms teams. To assist in this help, Comms should be given clear information, with an image where possible. Alan encouraged the Group members from NHS Boards to make links with their local Comms teams and discuss how positive it would be to share stories of volunteering in local news media or on board's social media.

There was discussion around national NHS media stories. Tracey and Marion felt that it would be useful for the Group to receive notifications of NHS volunteer media stories that Helpforce place or are referenced in in UK media. Maeve agreed to notify Alan, who will subsequently share with Group when there are national stories. No notifications would be given regarding individual boards.

The Group confirmed that they were happy with the framework.

File name: NG34 DRAFT minutes v1.0.docx	Version 1.0	13-Nov-2019
Produced by: K.Tulloch	Page 5 of 7	Review Date: N/A

## 8. AOCB

Sandie shared that the State Hospital has decided not to re-accredit with Investing in Volunteers this year though it was noted that some other boards do have made similar decisions.

Sandie asked if the Group were aware of the draft revisions to Investing in Volunteers. As they were not, Sandie agreed to share with **Alan who will circulate to the Group. Feedback should be sent to Sandie.**

Louise offered to try and reserve parking at Gyle Square for the next meeting for anyone unable to travel by public transport.

### Action log

Agenda item	Action	Responsibility	Timescale
2	Circulate details of feedback from VHS event to Group members	Claire Stevens	1 month
2	Liaise with David Williams of Scottish Government around getting a SG representative from the integration agenda	Tom Steele	By next meeting
2	Discuss possibility of pilot of national application form, with management and report back to the Group	Diane Lockhart	By next meeting
2	Liaise with Andrew Wilkie of Scottish Government in regard to advising on communications strategy	Alan Bigham	By next meeting
2	Present to the Group around emotional touch points	Sandie Dickson	Postponed until next meeting
3	Circulate report to Group	Claire Stevens	1 month
3	Speak to Scottish Government rep regarding a national uniform for NHS volunteers	Alan Bigham	By next meeting
3	Circulate information on the Consultation on Sexual Harassment in the Workplace	Alan Bigham	1 month
3	Collate responses to the consultation	Marion Findlay	By 02 October 2019
4	Table a paper at the next meeting to discuss including a line in the Terms of Reference about hearing volunteers' voices without being tokenistic	Alan Bigham	By next meeting
5	Speak to his SAS contacts to scope if using VIS would be possible.	Tom Steele	By next meeting
5	Discuss whistleblowing for volunteers with Scottish Government.	Tom Steele	By next meeting
5	Check with policy officer to find out if there is a whistleblowing policy for volunteers and get back to Tom	Claire Stevens	1 month
8	Circulate Investing in Volunteers documentation with Group	Alan Bigham	1 month

Agenda item	Action	Responsibility	Timescale
8	Collate responses to Investing in Volunteers draft revisions	Sandie Dickson	1 month