

National Group for Volunteering in NHS Scotland

Minutes of the meeting held on 27 May 2019

Healthcare Improvement Scotland, Delta House, West Nile Street, Glasgow, G1 2NP



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
Marion Findlay	Director of Services, Volunteer Edinburgh
Diane Lockhart	Voluntary Services Manager, NHS Lothian
Claire Stevens	Chief Officer, Voluntary Health Scotland
Lisa Taylor	Project Officer, Scottish Health Council [<i>Minutes</i>]
Margaret Young	Strategic Lead for Volunteering, NHS Greater Glasgow & Clyde

Apologies

Elaine Kettings	Person Centred Care Manager – NHS Forth Valley
Jolanta Lisicka	Participation Policy Manager, Scottish Government
Tony McGowan	Review & Implementation Lead, Scottish Health Council
Louise MacLennan	Head of Equality and Engagement, NHS National Services Scotland
Lee Shennan	Person-Centred Care Policy Officer, Scottish Government
Tom Wilson	Staff-side rep, NHS Lanarkshire and Royal College of Nursing

1. Welcome and apologies

Tom welcomed everyone to the meeting. It was noted that it was a holiday weekend and some group members were on leave including staff from Scottish Government.

2. Minutes of meeting held on 23 February 2019

The minutes were agreed as being accurate.

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3. Matters arising

▶ Valuing and sustaining volunteering in health conference

Claire gave a verbal update on the event, she stated that the event had gone very well and VHS have had a lot of positive feedback. Delegates reported they learned from the event and due to the good mix of third sector and health staff, networking opportunities were plentiful and utilised by attendees.

In general it was agreed that the event had been successful and people had gained from it. Tom enquired as to whether this would be an annual event. Claire stated that this event was free to delegates due to funding from Scottish Government, but if there were to be future events free entry would be a challenge.

There was some discussion around what future themes could be, Margaret suggested building on the presentation by Matthew Lining of Volunteer Scotland's, looking at socioeconomic status and barriers to volunteering. Sandie suggested a focus towards health and sport as a way to possibly fund future events.

Alan reported that there was a question from Helen McFarlane, of NHS Education for Scotland, around core training for volunteers. He went on to report that the programme would be looking to undertake a mapping exercise in August, to find out what format and type of training each Board had for volunteers. Alan was keen that NES do not begin working on this theme in isolation without the Volunteering in NHSScotland Programme having input.

Claire will circulate an email to the groups with a report on the feedback received.

▶ Volunteers Week 2019

Lisa gave a verbal update on plans for Volunteers Week, which takes place from 1-7 June. She has been out to NHS Boards collating case studies and doing some filming of volunteers. These include mental health volunteers in NHS Forth Valley, Public Partners in Healthcare Improvement Scotland and an allotment volunteer in NHS Fife. The programme are aligning the themes of these case studies with the Scottish Government Outcomes Framework. Lisa has been sitting on the working group for Volunteers Week and has rolled out all the relevant information including resource pack to all NHS Boards.

▶ NHSScotland Deputy HR Directors Group nominee

Alan reported that the request for a nominee has gone back to the HR Directors groups and the deputy group are going to source a nominee. It is on their agenda for next month and they will feedback to Alan.

▶ National Group for Volunteering in NHSScotland Membership

It was acknowledged that the group has a new member, Elaine Kettings, Head of Person Centred Care, NHS Forth Valley. Elaine is keen to re-shape volunteering in NHS Forth Valley and Alan reported that she should be an excellent addition to the group, noting her background in nursing. She was on leave today, and the group look forward to welcoming her at the next meeting.

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4. National Group for Volunteering in NHSScotland Terms of Reference

The Group reviewed the redrafted terms of reference, Alan drew attention to the existing aims and objectives of the group, and stated that it wasn't providing enough clarity on the role or function of the Group that a more formal terms of reference would.

Tom stated that it would be good to open the door to health and social care partnership a little wider within the National Group, and would look at ways to have representation from this sector.

Margaret commented that some health and social care partnerships were invested in volunteering and some were not, it is still a challenge as they are all so different. She commented that Compassionate Inverclyde are a good example of an organisation who have bridged the gap between health and social care.

Tom agreed to liaise with David Williams of Scottish Government with regards to a representative from the integration agenda.

In the absence of Scottish Government at the meeting, Alan to request feedback from members by 14th June.

5. Volunteering in NHSScotland Programme update

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

It was highlighted to the group that the programme team are encountering issues where NHS Board staff are booking into webinars and then do not participate, NHS staff are booking in and, having tested the software in advance, are unable to proceed. The team also asked the group members to cascade information around booking, all webinar bookings must be made via the programme community of practice, through Eventbrite.

6. Volunteering in NHSScotland Programme Workplan 2019/20

The programme workplan was circulated with a covering paper outlining how the Programme activity is evaluated. This outlined all the work to be undertaken by Alan and Lisa throughout 2019/20.

The workplan included all outcomes, projects, meetings and internal work, showing all activities that are involved in each and are all cross-referenced with the national Programme outcomes.

Group members stated they were impressed with the quality and transparency of the work plan and commended the team on what is a large and complex workload.

7. NHSScotland Volunteer Application Form

Alan gave an overview of the one for all application form for NHS Boards. This was produced as a result of the support to NHS Boards stemming from DL 2017 07 and the Lampard report.

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Current application formats were solicited from a NHS Boards and Information Governance policies reviewed resulting in the draft form. Feedback was captured from Volunteer Managers at the recent Volunteer Managers Network Meeting, and further amendments were made.

The Group identified some final changes that Alan will amend.

The Group agreed that asking for three reasons for an applicant to volunteer, is a little exhaustive. Wording to be amended to make it less demanding.

Diane reported she would be happy to pilot this application form in NHS Lothian, she will discuss further with her management team.

8. Volunteering in NHSScotland Communications Strategy

Alan presented an update on the communication strategy development, which included a PEST (political, environmental, social and technical) analysis. A workshop at the Volunteer Managers Network Meeting gathered the input from those present, which contributed to the analysis.

In terms of gaps Rob reported that perhaps something around volunteering addressing careers gaps, particularly with young volunteers could be included. Alan to amend.

Tom enquired about professional input in an advisory capacity from communications. Alan to liaise with Andrew Wilkie of Scottish Government.

Sandie spoke about the use of emotional touch points as part of the communication strategy. She will bring an example of these in a presentation format to the next meeting.

The content of the document was approved with an elaborated paper to be produced at the next meeting.

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9. Volunteering Information System 2019/20 Annual Report

The paper was omitted from the meeting. Alan to distribute to Group members.

10. Volunteer Retention – discussion paper

Alan provided an overview of the recent study and thematic discussion groups on volunteer retention. He reported that the report on the initial study resulted in a great interest in the subject amongst Scottish Volunteering Forum members. This led to the hosting of two discussion sessions on 5 and 26 April. Attendance included a mix of health and third sector with lively and engaging conversations.

The key messages are outlined in the paper and Group members are encouraged to share widely, as there is very little information out there on retention.

Alan reported that the work generated a request to produce content for Volunteer Edinburgh's VolunteerWiki on the subject which he will develop in the coming months.

The Group agreed that the report should be sent out to senior staff involved in volunteering, with the intent to push this as high as possible. Tom commented that this piece of work is very helpful and would inform Boards greatly, around where we are in NHS Scotland in terms of volunteer retention.

Alan will cascade information to volunteer leads and will scale the report down.

11. Volunteering for All – National Outcomes Framework for NHSScotland

Alan talked through the paper on the new national outcomes framework which was launched on 25 April 2019. It is the first framework of its kind and gives a coherent, strategic steer for volunteering in Scotland.

The paper included implications for NHS Boards and the National Group.

The group were asked to:

- ▶ Note and endorse the launch of the new national framework
- ▶ Consider the role of the National Group membership in promoting these outcomes, e.g.:
 - Cascade the framework within respective organisations and networks
 - Ensure NHS Boards are aware of upcoming evaluation workshops and the support available in aligning planning and reporting to new outcomes
 - Consider the outcomes against the work presented to and undertaken by the Group

12. AOCB

None

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Action log

Agenda item	Action	Responsibility	Timescale
3	Circulate details of feedback from VHS event to group members	Claire Stevens	1 month
4	Liaise with David Williams of Scottish Government around getting a SG representative from the integration agenda	Tom Steele	By next meeting
5	Feedback on Terms of Reference from group members	National Group Members	27 June 2019
7	Update and finalise national application form	Alan Bigham	1 month
7	Discuss possibility of pilot of national application form, with management and report back to the group	Diane Lockhart	By next meeting
8	Amend communications strategy	Alan Bigham	1 month
8	Liaise with Andrew Wilkie of Scottish Government in regard to advising on communications strategy	Alan Bigham	1 month
8	Present to the group around emotional touch points	Sandie Dickson	Next meeting
9	Distribute Volunteering Information System report to group	Alan Bigham	1 month
10	Cascade findings from retention discussion groups to volunteer leads	Alan Bigham	1 month