# National Group for Volunteering in NHS Scotland Notes of meeting held on 25 August 2020



Chair

Tom Steele Chair, Scottish Ambulance Service

**Present** 

Alan Bigham Programme Manager, Healthcare Improvement Scotland

Valerie Breck Engagement & Equalities Policy Manager, Healthcare Improvement Scotland

Sandie Dickson Person Centred Improvement Lead, The State Hospital

Marion Findlay Director of Services, Volunteer Edinburgh

Jane Greenacre Head of Volunteering, NHS Lothian

Geraldine Lawrie Head of Workforce and Development, NHS Grampian Lee Shennan Person-Centred Care Policy Officer, Scottish Government

Claire Stevens Chief Officer, Voluntary Health Scotland

Tracey Passway Interim Head of Clinical Governance and Risk Management, NHS Tayside

Tom Wilson Staff-side rep, NHS Lanarkshire and Royal College of Nursing

In attendance

Harry Balch<sup>1</sup> Volunteer Manager, NHS Greater Glasgow & Clyde

Helena Buckley<sup>2</sup> Quality Manager, NHS Forth Valley

Stuart Waugh Administration Officer, Healthcare Improvement Scotland

**Apologies** 

Rob Coward Educational Projects Manager, NHS Education for Scotland

Elaine Kettings Head of Person Centred Care, NHS Forth Valley
Jolanta Lisicka Participation Policy Manager, Scottish Government
Lisa Taylor Project Officer, Healthcare Improvement Scotland

Louise MacLennan Head of Equality and Engagement, NHS National Services Scotland Margaret Young Strategic Lead for Volunteering, NHS Greater Glasgow & Clyde

### 1. Welcome and apologies

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

### 2. Minutes of meeting held on 19 May 2020

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

### 3. Matter Arising

Tom Steele shared with the group an update from the recent NHS Chairs meeting, noting the focus on test and protect, the impending Scottish Ambulance Service role in test centres, remobilisation of services and referring to the acceleration of the flu vaccination programme.

Alan Bigham shared the request from the Social Renewal Advisory Board Volunteering and

<sup>2</sup> Deputising for Elaine Kettings

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<sup>&</sup>lt;sup>1</sup> Deputising for Margaret Young

Communities Circle, asking Group members to highlight what would work well in any future volunteer recruitment messaging.

The Group noted that planning and messaging on a local basis would be the most significant step going forward and that the need for volunteers should be identified on that local basis. Alan fed back that there was recognition of the networks that are in place and intimating that there was a greater understanding and trust built from the collective response to the pandemic.

#### 4. Return of inactive volunteers to NHSScotland

The group discussed the return of inactive volunteers to NHS Scotland paper (NG39-04). There was positive feedback on the report, especially as it makes specific reference to volunteers over the age of 70.

The group endorsed the use of the 'covid age' tool and supported passing on the recommendation to third sector organisations. Although with this it should be communicated that for third sector, the paper is not the entirety of what is required to restart volunteering as health boards would need to endorse return.

### 5. Volunteering in NHSScotland Programme update

The Volunteering Information System has had a software update and deployment to NHS Grampian is currently being negotiated.

The evaluation of the Volunteering program paper is to be written up by October. The paper will go to the Scottish Health Council Committee and internally within Healthcare Improvement Scotland thereafter. The group agreed it would be helpful for the paper to come to the National Group's next meeting if possible. **Alan and Val to consider bringing paper to the group.** 

### 6. Clear Pathway evaluation

Claire Stevens recapped the work Rocket Science carried out for the Clear Pathway guidance. At the time of the meeting, the paper was embargoed. The report will be sent out on behalf of Jason Leitch week in a letter to health boards.

Rocket Science are still committed to a handful of consultancy days and could be used for Volunteering in COVID-19 or on the restarting of volunteering. Claire and Sandie are going to discuss the use of this consultancy.

Claire to liaise with Tom Steele about communicating Clear Pathway to boards and adding a message asking for it to be added to board agendas.

The Group noted that assigning or nominating non-executive champions for volunteering in boards was suggested in previous good practice guidance and circulating papers such as the Clear Pathway paper can refer back to this suggestion and promote it. **Tom Steele agreed to reflect on how this can be taken via the NHS Chairs Group.** 

### 7. Volunteers Week 2020

Alan provided an overview of the Volunteers Week activity and the paper produced by Lisa Taylor. The group were content with the paper and also noted the high profie of volunteering during

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Volunteers Week. A special thank you to Lisa Taylor for the work done on Volunteers week was noted.

## 8. Any other business

It was noted that COVID-19 was having an impact on patient transport in relation to attending appointments, due to the physical distancing and other risk mitigations required to keep people safe. Claire asked if other boards were having this issue and if so, to link with Claire and Fergus Mallan of Scottish Government to create strategic response to this issue. Alan noted that volunteers currently fall into category 4 for COVID-19 testing and that this might be an area to look at. Claire to pick this up with Alan, Marion and Sandie and keep Tom Steele appraised of progress.

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