

National Group for Volunteering in NHS Scotland

Notes of meeting held on 27 October 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
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
Rob Coward Educational Projects Manager, NHS Education for Scotland
Lisa Taylor Project Officer, Healthcare Improvement Scotland
Jolanta Lisicka Participation Policy Manager, Scottish Government

In attendance

Stuart Waugh Administration Officer, Healthcare Improvement Scotland
Maeve Hully Director of Volunteering, Helpforce

Apologies

Elaine Kettings Head of Person Centred Care, NHS Forth Valley
Louise MacLennan Head of Equality and Engagement, NHS National Services Scotland
Margaret Young Strategic Lead for Volunteering, NHS Greater Glasgow & Clyde
Geraldine Lawrie Head of Workforce and Development, NHS Grampian
Lee Shennan Person-Centred Care Policy Officer, Scottish Government

Welcome and apologies

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

National Updates

Tom provided the following updates from across NHS Scotland.

- Ayrshire & Arran is testing the standing up of some services. The priority is cancer and COVID-19. There is 50% elective care across boards. The standing up of services is dynamic and likely to decrease if COVID-19 increases.
- The capacity within test and protect in NHS Scotland is increasing.
- There has been a greater demand across NHS Scotland health boards for the flu vaccination.
- COVID-19 related staff absences are high across all boards, and are likely to increase as we move into winter

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.

Matter Arising

a) Letter from National Clinical Director

Professor Jason Leitch, National Clinical Director, sent out a letter to all NHS boards drawing attention to the Clear Pathway evaluation. The letter was also distributed to TSIs. VHS are organising a final evaluation meeting to look at the recommendations. Claire reported that contrary to projected spending, there was no underspend that could be used for further work.

b) Helpforce Update

Maeve provided an update from Helpforce.

Maeve reported that volunteers were briefly back on wards but are now being stepped down for a second time in all areas of the UK. She advised of a webinar Helpforce are hosting on 4 November to launch the new project: "The Impact of Volunteering".. **Action:** Maeve to send registration information to Lisa Taylor, and she will share with boards.

The End of Life volunteering project is being restarted and aspects such as ward companions are being run virtually. NHS Borders are leading on this in NHS Scotland. This project will now run until July 2021 and an evaluation will take place which will specifically consider what worked virtually. Remote or virtual volunteering may continue as an offer post-COVID.

The Helpforce funding for the Volunteering in NHS Scotland Programme will continue to July 2021. It was asked that this extension and the funding timeline be clarified and Maeve will pick this up with Valerie. **Action:** Maeve and Valerie to discuss Helpforce funding extension.

c) Volunteering in NHSScotland Programme arrangements

The recruitment to cover Alan's secondment period has started with interviews for an interim programme manager on the afternoon of 27 October. Lisa and Val are taking the programme forward as normal in the meantime.

The group took this opportunity to express their thanks and gratitude to Alan for all his work in the programme and his efforts are highly recognised by all.

d) Volunteer expenses

As a result of COVID-19, Volunteers are now not encouraged to use public transport and claim those expenses. The reimbursement for driving is 24p per mile or 45p per mile if specifically using a car for the role. It was suggested this should be increased due to no longer recommending public transport. Jolanta and team are looking at the CEL 23 (2011) guidance on this and will

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update the group. The Strategic Leads for volunteering should also be consulted. **Action:** Jolanta to update group on possible change to reimbursement for miles.

Volunteering in NHSScotland Programme update

Alan updated the group on the Volunteering Programme. A paper was circulated in advance of the meeting.

The group were encouraged to keep in touch on the Shared practice and guidance during COVID-19 document as well as on volunteering roles and risk assessments.

The Volunteer Managers Network meeting took place virtually earlier this month.

Thanks were noted to Lisa who supported the changes to VIS as a result of Office 365 roll out across NHS Scotland

Lisa is working on a case study within Dumfries and Galloway on the 40 volunteers supporting flu vaccination clinics. This case study is important in the current climate and should be highlighted widely, with a possible plan for further evaluation of these types of volunteering roles, that could in the future support a COVID vaccination roll out. Lisa will share with the group when the piece is ready. **Action:** Tom and Val to liaise ways to expand on this case study in terms of evaluation.

Volunteering in NHSScotland Programme evaluation

The Volunteering in NHSScotland Programme evaluation paper was circulated to the group for approval in advance of the meeting. The group were content with the paper. **Action:** Any additional comments on the paper or the priorities of the recommendations to be sent to Valerie by 6 November.

VIS

Lisa updated on the Volunteering Information System. The VIS report was circulated as a paper in advance of the meeting.

The average weeks between application and placement has come down due to new ways of working during COVID-19 relating to fast track volunteer recruitment.

Any other business

Another meeting to be scheduled in December with the hope the Interim Programme Manager will be in place and in attendance. **Action:** Stuart to arrange December meeting.

Thanks were again noted to Alan for his work and he was wished well on his secondment.

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Next meeting – Tuesday 15 December, 1030am – 12pm

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