

National Group for Volunteering in NHS Scotland

Notes of meeting held on 15 December 2020



Chair

Tom Steele Chair, Scottish Ambulance Service

Present

Sandie Dickson Person Centred Improvement Lead, The State Hospital
Marion Findlay Director of Services, Volunteer Edinburgh
Claire Stevens Chief Officer, Voluntary Health Scotland
Tracey Passway Interim Head of Clinical Governance and Risk Management, NHS Tayside
Jolanta Lisicka Participation Policy Manager, Scottish Government
Lee Shennan Person-Centred Care Policy Officer, Scottish Government
Donna McLeod Head of Participation Team, Scottish Government
Janice Malone Programme Manager, Healthcare Improvement Scotland
Lisa Taylor Project Officer, Healthcare Improvement Scotland
Valerie Breck Engagement & Equalities Policy Manager, Healthcare Improvement Scotland

In attendance

Stuart Waugh Administration Officer, Healthcare Improvement Scotland

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
Jane Greenacre Head of Volunteering, NHS Lothian
Tom Wilson Staff-side rep, NHS Lanarkshire and Royal College of Nursing

Welcome and apologies

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

Introduction to Programme Manager

Tom welcomed Janice Malone, the new Programme Manager for NHSScotland Programme. Janice started the role at the beginning of December to cover Alan Bigham's secondment. Janice shared her background with the group and highlighted the need for a strategic approach to volunteering.

National Updates

The two current priorities at national level are: Vaccines and the logistical task of administering and Test & Protect. It is notable that the two main areas of priority are out with the usual workload of the NHS and this places additional pressure on existing services.

The re-designing of urgent care pilot took place in Ayrshire & Arran and subsequently rolled out as a soft launch across the country. The hard launch will be in January. This will provide a more appropriate provision of care locally.

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There have been more COVID-19 cases going into hospitals causing additional pressure on services.

The volunteer numbers in NHS Tayside are low. New roles are being developed that are safe whilst maintaining contact with volunteers that are stood down.

Community Taskforce volunteers have been vital in having an impact with roles such as delivering shopping and having doorstep conversations.

Edinburgh Royal have brought back a limited number of volunteers in different and safe roles. The hospital community are very keen to bring back volunteers when it is safe to do so.

Tom is now co-chairing the Health & Social Care innovation group for NHSScotland.

Minutes of meeting held on 27 October 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) Flu clinic evaluations

Janice advised that the programme is planning a rapid evaluation of using volunteers in flu clinics. Dumfries & Galloway, Greater Glasgow & Clyde and Tayside will be consulted on their use of volunteers.

The evaluation report will be drafted between this meeting and the middle of January with the draft report circulated to group for comment at the end of January. The aim is for the final report to be published in the middle of February. This report will go to all boards. **Action:** Tom to circulate report around board Chairs and Chief Executives if appropriate.

b) Helpforce Update

Helpforce have asked the Volunteering Programme to write a review of the past 18 months. There were a number of Helpforce projects paused as a result of COVID. One project that has been restarted is the VIS online application form. Three health boards were willing to pilot, but this will need to be re-confirmed due to the ongoing COVID pandemic.

It was confirmed Helpforce funding will continue until 31 July 2021

c) Expenses

The issue of volunteer expenses had been raised for car mileage. The current guidance, CEL 23 (2011), states payment of 24p per mile if the car is not used for the role, and 45p per mile if used for the role. In light of Scottish Government's advice for volunteers not to use public transport, it was suggested this should be reconsidered. There is also evidence that third sector organisations

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are reimbursing volunteer travel to and from their place of volunteering at 45p per mile, therefore creating a lack of parity across the sector.

Jolanta advised the group that in order to update CEL 23 (2011) Guidance then the whole document would need to be re-drafted and this would need to be done in consultation with boards.

The group agreed that due to the age of the document, it would be advisable to review. However, there should be a temporary solution to address the current issue with expenses.

The group agreed that a paper should be drafted by the National Group requesting the Scottish Government to pay the higher rate of 45p per mile during the pandemic. Jolanta would then seek approval for this and distribute to boards by Jason Leitch. **Action:** Janice, Jolanta and Val to work on this paper and send to group before Christmas.

Volunteering in NHSScotland Programme update

Lisa updated the group on the volunteering programme. A paper was circulated in advance of the meeting.

Lisa highlighted the following in the paper

- The report on volunteering numbers for Scottish Government will continue in January. December return advised 2,000 volunteers currently engaged and just under 4,000 stood down. Every board returned their numbers in December.
- NHS Grampian should be added to Volunteer Information System in January. Awaiting board sign-off.
- Equalities monitoring function on VIS successfully tested. The form should be ready to pilot in January 2021
- There have 428 instances of support to boards in 2020 thus far.
- The aim is to have two volunteering case studies per quarter. The next case study is a video on the role of the Voluntary Services Manager and aim to publish week beginning 21 December.

Volunteering in NHSScotland Programme evaluation

Val updated the group on the Programme evaluation.

The group agreed with the priorities listed under priority 1 (December to March 2021).

Tom advised that the timeline for the priority on engagement with Executive leads on future strategic direction should be revised as April 2021 is ambitious under current climate.

It was suggested that the webinar on how to use the Community of Practice website could be moved to Priority 1 as it has the potential to save time for the programme.

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There was a recognition that some timelines may be affected by the current climate and demands on NHS services supporting volunteers. **Action:** Janice and Val will include the recommendations from the evaluation into the programme plan.

Any other business

There has been a directive from Scottish Government to NHS Boards on lateral flow tests for staff and volunteers. There was some concern over capacity and accuracy of these. **Action:** Donna and Jolanta to look at this directive and pick up with Val and Janice.

The Clear Pathway evaluation reference group will be scheduled early in the New Year, to look at how best to take forward the recommendations in the evaluation report that was published and disseminated to health boards and TSIs in October.

Jolanta informed the group that she will be moving to a new role in January and this will be her last National Group meeting, Jolanta thanked the group. The National Group also recorded their thanks to Jolanta for her help. Donna will ensure that Scottish Government continue to work closely with group.

Next meeting – Tuesday 23 February, 10:30pm – 12:00pm, Microsoft Teams

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