

National Group for Volunteering in NHS Scotland

Notes of meeting held on 25 February 2020



Chair

Tom Steele Chair, Scottish Ambulance Service

Present

Janice Malone 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
Lee Shennan Person-Centred Care Policy Officer, Scottish Government
Donna McLeod Head of Participation Team, Scottish Government
Jane Greenacre Head of Volunteering, NHS Lothian
Tom Wilson Staff-side rep, NHS Lanarkshire and Royal College of Nursing
Louise MacLennan Head of Equality and Engagement, NHS National Services Scotland

In attendance

Stuart Waugh Administration Officer, Healthcare Improvement Scotland
Helena Buckley Deputising for Elaine Kettings, NHS Forth Valley

Apologies

Elaine Kettings Head of Person Centred Care, NHS Forth Valley
Margaret Young Strategic Lead for Volunteering, NHS Greater Glasgow & Clyde
Geraldine Lawrie Head of Workforce and Development, NHS Grampian
Claire Stevens Chief Officer, Voluntary Health Scotland
Tracey Passway Interim Head of Clinical Governance and Risk Management, NHS Tayside

Welcome and apologies

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

National Updates

There are still a lot of challenges to hospitals with around 200 admitted to hospital each day and the new variant showing a slower decline. The priorities are still vaccinating and testing but looking ahead to standing up services.

The new chief executive, Caroline Lamb, is very supportive of digital agenda and new ways of working.

Healthcare Improvement Scotland have just completed a Citizens' Panel on health & social care services and will be sent to group when published.

File name: NG42 Minutes of meeting v1.0.2	Version 0.2	11-Jun-2021
Produced by: S. Waugh	Page 1 of 3	Review date: 25-May-2021

Minutes of meeting held on 27 October 2020

Small amendment under last month's national updates to say Royal Edinburgh Hospital instead of Royal Edinburgh, otherwise minutes agreed as accurate. Tom's action circulate flu clinic report to board Chairs and Chief Executives was not appropriate due to other pressures and was not actioned. All other actions completed or on agenda.

Matter Arising

Tom's action circulate flu clinic report to board Chairs and Chief Executives was not appropriate due to other pressures and was not actioned.

Clear Pathway work to be carried onto next agenda.

All other actions completed or on agenda.

National Volunteering Hub for COVID-19 Vaccination Programme volunteering

The National Volunteering Hub was set up to support the vaccination programme with NHS Boards having the option to access volunteers for support.

Three documents have been produced by the Volunteering in NHSScotland Programme to support the work of the Hub. The Frequently Asked Questions document (NG42-02) and the Practical Guides for Staff (NG42-03 and NG42-04).

The Hub has decided that all volunteers should have basic disclosure checks (not PVG). The group raised concerns over this as this could have an effect on recruitment. There are some roles that aren't regulated work, i.e. meet & greet, and therefore wouldn't require PVG checks. There is also guidance on this in Clear Pathway Guidance. These points were noted and will be fed back to the Hub.

Action: Janice to consider Clear Pathway guidance as well as comments from group and feed back to National Volunteering Hub.

Expenses

The current volunteer expenses are aligned to HMRC Document and CEL Guidance and any change may have a knock on effect. There is a question on if this is a specific issue during the pandemic and if there is a short-term fix for just now as well as a long-term fix. Scottish Government are working through this and recognise this issue and are committed to taking forward.

VIS

The Volunteer Information System is approaching it's seventh year and it was decided to consider options going forward. These options are:

Option 1 – Keep system as is. There is an admin burden but it isn't at crisis point and is still working.

File name: NG42 Minutes of meeting v1.0.2	Version 0.2	11-Jun-2021
Produced by: S. Waugh	Page 2 of 3	Review date: 25-May-2021

Option 2 – Look at off the shelf systems. There is difference in costs for these as some are per user and others are per volunteer

Option 3 – Bespoke system. This entails a substantial cost and is prohibitive.

These options are being considered and a paper being drafted which Val will share with group when available.

Action: Val to share VIS paper with group when available.

Volunteering Profile

The group considered how to capitalise on the current high profile of volunteering and raise awareness of what is happening. The group were keen to get the message across that all volunteering has made a difference during the pandemic despite perception that some roles are more significant than others.

Healthcare Improvement Scotland have a Communications team that could support with this and Janice will bring this to the National Volunteering Hub too.

Programme Update

Alan is due back at the end of March however there is a possibility of an extension. Recruitment is beginning for Project Officer as Lisa has commenced secondment. Janice is contracted until the end of May 2021.

Any other business

Lee informed the group she was moving to a new role and this would be her last meeting. She thanked the group and the group in turn thanked Lee for her contributions and wished her well.

Next meeting – Tuesday 25 May, 10:30pm – 12:00pm, Microsoft Teams

File name: NG42 Minutes of meeting v1.0.2	Version 0.2	11-Jun-2021
Produced by: S. Waugh	Page 3 of 3	Review date: 25-May-2021