

# National Group for Volunteering in NHS Scotland

## Notes of meeting held on 24 August 2021



### Chair

Tom Steele Chair, Scottish Ambulance Service

### Present

Janice Malone Programme Manager, Healthcare Improvement Scotland  
Sharon Bleakley Engagement Programmes Manager, Healthcare Improvement Scotland  
Sandie Dickson Person Centred Improvement Lead, The State Hospital  
Marion Findlay Director of Services, Volunteer Edinburgh  
Louise White Senior Policy Manager, Person Centred and Participation Team, Scottish Government  
Donna McLeod Head of Participation Team, Scottish Government  
Tracey Passway Interim Head of Clinical Governance and Risk Management, NHS Tayside  
Claire Stevens Chief Officer, Voluntary Health Scotland  
Harry Balch Volunteering Services Manager, NHS Greater Glasgow & Clyde

### In attendance

Claire Henry Administration Officer, Healthcare Improvement Scotland

### Apologies

Elaine Kettings Head of Person Centred Care, NHS Forth Valley  
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  
Geraldine Lawrie Head of Workforce and Development, NHS Grampian

### Welcome and apologies

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

### National Updates

Still lots of challenges within the NHS, an example is a shortage of beds due to many patients being admitted due to non covid-19 related illness, but whose conditions are complex and late presentations of illnesses which make treatment more challenging. The Scottish Ambulance service is still experiencing long turnaround times at A&E departments directly related to the shortage of beds.

The new NHS recovery plan will be published 25 August 2021.

### Minutes of meeting held on 25 February 2021

Agreed.

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## Matters arising

Youth volunteering and employability – this work is paused. This work is also recorded in the work plan, and will be reviewed later in the year.

Expenses work to be carried onto next agenda. SG representatives still in dialogue. The risk level is not as high, as during the pandemic although there is still an inequity.

References review this work is not complete as yet, and will form a bigger piece of work to review all guidance and resources published by the programme.

All other actions completed or on agenda.

## A new vision for Volunteering in NHSScotland

Janice has written a paper proposing the development of a new vision, strategy and outcomes for the programme. The group approved the proposal with some adaptations:

Explicitly mention links with TSI's in the proposal.

Update the driver diagram within the paper to include outcomes.

**Action:** Tom Steele is having a meeting with Karen Reid from NES and will mention the work to develop a section on TURAS for volunteering education and training.

**Action:** National care service – consultation is now out and Tom Steele asked if the group should consider whether the group should make a response.

**Action:** Community Engagement Quality Framework is still in draft format this needs to be changed in the vision document to reflect this. Janice Malone will update the document.

**Action:** Janice Malone to have a final draft by the next meeting in November 2021.

**Action:** Tom Steele will take the paper to the NHS Chairs and Chief Executives group.

**Action:** Sharon Bleakley will ensure that senior management within HIS is kept informed of progress.

## Helpforce – Insight and Impact service (I&I)

Janice presented a proposal on partnering with Helpforce and utilising their Insight & Impact Service for evaluation of volunteering in NHSScotland. The group had questions on how the service can evaluate the qualitative data that is so important for volunteering, and on the ownership of data and outputs from using the service.

It was suggested that members could provide some real life scenarios of volunteering activity in NHSScotland that Helpforce could use to demonstrate the, I&I service to the group at the next meeting.

As a result the group did not approve the paper, further exploratory work is required before a decision is taken.

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**Action:** Invite a Helpforce representative to the next meeting in November 2021.

## **Programme Update**

JM updated the group on some of the key points from the report, including the ongoing challenge of updating the system security policy for the VIS which will allow the roll out of the online volunteer application functionality to begin.

LW said that the funding application for a new volunteering management system is in progress and currently awaiting the decision.

**Action:** Tom Steele offered to speak to contacts at Golden Jubilee National Hospital to try and move forward the update of the system security policy

## **Any other business**

TS is keen for the group to ensure that the Scottish Ambulance Service is linked into the programme and will provide JM with some key contacts.

**Next meeting** – 23 November 2021, 10.30am – 12noon, Microsoft Teams

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