Wrightington, Wigan and Leigh NHS Foundation Trust

Volunteer Strategy

2023 - 2026

Our volunteers do

"ORDINARY THINGS IN EXTRAORDINARY WAYS"

Contents..

Page 4 introduction

Page 5 What our WWL Volunteers say

Page 6 Looking back

Page 7 We have

Page 8 Our strategy

Page 9 Our core values

Page 10 Our vision for volunteering

Page 11 WWL Volunteer pledges

Page 15 Our commitment to our volunteers

Introduction..

At Wrightington, Wigan and Leigh NHS Foundation Trust, we are committed to improving the experience of our patients, carers, families, and friends. Improving the patient experience is one of the Trust's key objectives and forms a central part of the trusts mission to provide outstanding care to every patient, every day.

Our volunteers are the unsung hero's of WWL. They are an integral part of our WWL family. They support our patients staff and families in many different roles across 4 sites we have at WWL and shape our patients experience.

Our volunteers are inspirational they represent the service with a smile and a helping hand, which enhances our patients experience.

Over the next 3 years we are looking forward to building the volunteers department with a diverse team of volunteers working within our hospitals, community sites, and community hubs.

Volunteering has changed since the pandemic, the way people volunteer, who volunteers and what roles people offer their valued time. Volunteering's visibility, as a whole, has increased after the pandemic and for the NHS we have seen a new approach to volunteering opportunities.

At WWL we have reviewed the service to provide more flexibility, varied roles, supporting our community and colleges, creating a diverse volunteering team and building our goals together. In return our volunteers will enrich and expand our patients experience delivering a quality service.

As always our volunteers service will have our patients at the heart of every choice we make.

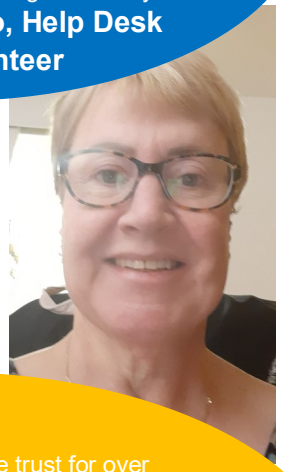
What our Volunteers have to say...

What makes me want to be a volunteer; Being a Pro-Active volunteer, for me the answer is simple really 'making a difference' no task is too small or insignificant. I have learned so much during my years of volunteering also developed new skills along the way. It makes me happy. Would I recommend volunteering? Certainly would.

Veronika Steven Radio, Help Desk Chaplaincy Volunteer

I'm a Volunteer at my local hospital. Although I only work two mornings a week I love my job. There can be challenges but I always manage to rise to the occasion. I love dealing with members of the public and to know that I have helped them in some small way is a nice feeling.

Julie Collins Help Desk Volunteer



I have been a volunteer within the trust for over 20 years and I really enjoy being a volunteer. . Each volunteer brings their own strengths to the different roles volunteers hold within the trust. All of us are different and enjoy different aspects of our work but at the end of the day our common goal is to help people. We all enjoy volunteering helping our patients/ visitors.

Barbara Lambert League of Friends and Help Desk Volunteer

I have been a volunteer now for 7 Years it allows me to help other people.
and make new friends with other volunteers.

I really enjoy my volunteering.

Jack Close Ward and Help desk Volunteer

Looking back

Our volunteer service workforce has returned to all sites following the pan-demic albeit in a changed capacity. Since the pandemic volunteering has increased and we have been able to offer more varied and flexible roles.

Volunteer services continues to support and complement the services provided by the Trust staff across Trust sites, ultimately enriching and expanding our patient's experience and delivering a quality service.

Volunteer roles currently include reception desk support, volunteers who support patients within the ward environment, community service drivers and volunteer support for our specialist services such as Bereavement services and Cancer care services.

To thank our volunteer workforce, and welcome their return to all sites, a volunteer celebration event was held, and was attended by over one hundred volunteers, the Patient Experience Team, the Deputy Chief Nurse, Chief Executive and Chair of the Trust.

We have made a huge difference on a patients experience!

We have ...

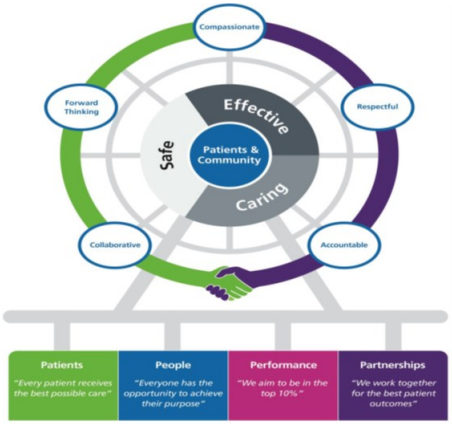
- Improved the recruitment process for volunteers to process applications per site.
- Started a positive recruitment drive and made volunteer opportunities more visible across Trust sites.
- Created flexible working opportunities to encourage people to volunteer at a time that suits them.
- Introduced 'holiday' volunteering for students who wish to gain volunteering experience when away from their studies. This also supports potential future recruitment at the trust.
- Involved our volunteers in the volunteer strategy and listened to their views to ensure it is suitable to support the future of our volunteer service
- Developed the volunteer policy to make it better equipped and well suited for supporting the volunteer service now and in the future.
- Involved our volunteers with the #hellomynameis campaign to embed a culture of positive civility across the trust and volunteers will be able to nominate other volunteers or members of staff to become 'Kate Granger Stars'. These colleagues will consistently display the core values of #hellomynameis.

#hello my name is…

Our Strategy...

Our mission is to enhance the patients experience at WWL and to deliver this we will work together with our volunteers , charities, patients and families inline with the trusts values to be the best hospital in the north west and further a field.

The trust values demonstrate having the patient at the centre of all choices we make and the commitment to deliver services which are safe, effective and caring .



Aligning with the trust values and behaviours we build our foundation to be accountable, compassionate, respectful and working collaboratively with our community, forward thinking, being able to develop partnerships, delivering on performance, supporting our patients and allowing everyone to achieve.

Volunteers make a unique and valuable contribution to patients, visitors, families and staff. With this in mind we have set our volunteering strategy which will echo our 4 pledges. Enabling us to work collaboratively to transform and enhance our patients experience.

Our Core Values...

Mutual Benefit—for both the volunteer and WWL Volunteers dedicate their unwaged time to complete shifts at WWL and should benefit in return for their contribution . When volunteering at WWL you will be acknowledged and recognised as part of our workforce with a mutual relationship allowing you to fulfil your role.

Recognition —we value our volunteers
Our volunteers are fundamental to our services. We recognise the contribution which our volunteers give and in return we offer a relationship which is fair and flexible to suit the individual volunteer.

Diversity — open to all
No matter the background, colour, race, religion, gender, age, martial status, disability, sexual orientation or disability volunteering at WWL will be open to all.

Choice — your freedom to volunteer
Becoming a WWL volunteer you have freely made a choice to volunteer. We welcome this choice and welcome you into the WWL workforce. The choice of placement, hours, days are accommodated as much as possible, which in return enhances our patient experience as you enjoy your volunteering.

Good Practice — quality standards
The development of volunteer good practice improves the volunteer experience allowing a safe, rewarding and a variety of roles for the volunteer. Equally this enhances the patient experience for the hospital and within the community.

Our Vision our volunteers...

To be transparent allowing our volunteers to understand and together with staff deliver our mission, strategy and pledges. Achieving this will be rewarding for our volunteers and in return our patients, families and visitors will have a safe friendly environment when they are using our services.

Our volunteers are the back bone of our services, which cover various sites within our community, without them we would not be able to achieve the patient experience we strive to deliver. Our volunteers should embrace the reward, for their contribution of unwaged time, in a fun, friendly and supportive environment.

We aim to achieve this with our 4 pledges below:

1. **Working together as one team**
2. **Embed Volunteer best practice**
3. **Building partnerships**
4. **Volunteer experience for all**

Pledge 1

Working together as one team

Allowing our volunteers to understand and together create a diverse, dynamic volunteering opportunities. Building partnerships with our current volunteers and new volunteers to ensure we are accessible and inclusive to all.

- Working together with third sector charities widening and extending our volunteer roles within the trust and the community in clinical and no-clinical roles.
- Working together as one team, being transparent , enabling us to achieve our goals and additionally improve areas where we may be lacking in visibility.
- Continue our team meetings engaging with our current volunteers and building relationships.
- Building equality and diversity within in our service across all areas.
- Promote visibility throughout the community building our volunteering numbers and in turn our roles.
- Offer rewarding roles for volunteers with aspirations to work within the NHS.
- Collecting feedback expanding, multiplying and strengthening our volunteers team and service.

Pledge 2

Embed volunteer best practice

Our ambition is to have a volunteer programme which stands out from the crowd allowing us to offer exceptional support for volunteers whilst we embed volunteer best practice.

Investing in our volunteer program via different channels; online recruitment process, volunteer handbooks, WWL volunteers will continue to support our hospitals and community and communicate our goals. During the past few years we have welcomed change and adopted these changes allowing us to be creative on the delivery of our best practices.

In growing our volunteer team we are committed to ensuring that we centre the volunteer experience in all of decisions and support our commitment to the management of best practice and volunteer recruitment.

- Working together with volunteers and staff to create new valued roles which will benefit our patients, families and staff.
- Motivated to obtain flexibility, working collaboratively and forward thinking with our approach to volunteering with WWL.
- Embed recruitment polices and support for staff to support volunteers in their roles and placement.
- Ensure our polices and handbooks are updated regularly

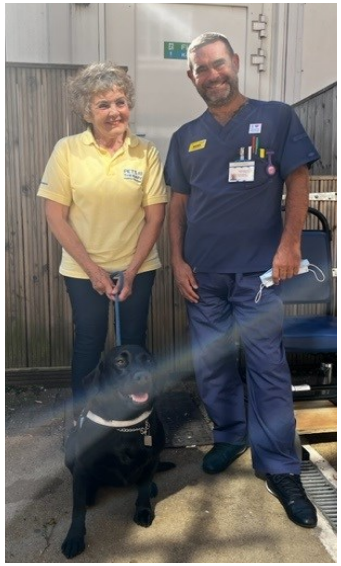
Pledge 3

Working together and building Partnerships

Building and creating long lasting partnerships for our volunteers service will be an integral part for the provision of our service growth and WWL volunteers visibility.

We will work with external charities, third sector organisations, colleges and universities creating new opportunities and in return we hope to offer rewarding and indispensable opportunities. Working collaboratively will benefit our services and building partnerships which will enhance our patients experience of care.

- Embed close working relationships with charities enabling us to develop the scope of roles we offer to current and new volunteers.
- Enhancing the community interconnection and cohesion.
- Working with our partners will increase a diverse work force and empower our volunteers and visibility.
- We will increase our offers of Pet Therapy as the positive impact and patient feedback is excellent.
- Improving access for the younger generation in our community allowing them access to NHS environment with aspirations to work within the NHS.



Pledge 4

Volunteer Experience for ALL

We will grantee all volunteers have a safe and rewarding volunteering role within WWL.

As a service we have developed and encountered changes which has allowed us to adapt and reflect on roles which we offer our volunteers.

We have acknowledged that volunteers all have different reasons for offering their valued time and so our service has changed to accommodate individual volunteering requirements.

- We have built pathways which support a tailored volunteer placement with a view of using the volunteering route to obtain employment.
- Developed and committed to rewarding our volunteers individual service with the Long Service Awards ceremony every 12 months together with placing our volunteers into awards run by the community.
- Listening to the feedback from volunteers and acting on this feedback to further develop our services.
- Creating a diverse and inclusive service for ALL.

OUR commitment to volunteers

In return for our remarkable volunteers dedication, time and efforts we would like to ensure that we support them in their roles. We will endeavour the following key principles:

- Have a dedicated Volunteers Service Manager and team who they can speak to about any concerns or issues
- A recruitment process which has clear and defined procedures which is easy to follow
- Have a clear and defined role description
- A clear process and supporting information to complete ELearning online
- Appropriate training and induction programme with access to on going development if required
- Be offered travel expenses and clear pathways on how to complete and claim these
- Have a volunteer role which is rewarding and enjoyable knowing that you make a difference
- Always feel supported, valued and safe
- Working together as a team with patients at the heart of our choices

NHS
Wrightington, Wigan and Leigh
NHS Foundation Trust

Assurance and Governance

The implementation plan and success of this strategy will be monitored and reviewed every six months through the Patient Experience and Engagement Group.

Volunteer that do
"ORDINARY THINGS IN AN EXTRAORDINARY WAY"

To find out more about volunteering please get in touch:

volunteer@wwl.nhs.uk

Call 01942 822509

www.wwl.nhs.uk/opportunities

You can also find any further information regarding our hospital at

www.wwl.nhs.uk