



# Volunteer Update



Zoe Harris, Volunteer Officer

# How have our volunteers supported us during the pandemic?

- Representing us at virtual meetings (in our critical friend role, and to listen for soft intel)
- Scrutinising papers for key meetings attended by the staff team
- Joining special interest groups e.g. Influencer powwow
- Analysis of data and research tasks
- Supporting Sarah at virtual engagements
- Conducting telephone interviews for project work
- Researching and contacting local publications
- Sharing soft intel/ H&SC experiences from people in their networks
- Presenting at virtual meetings to raise awareness (e.g. NHS cadets, Surrey Heath veterans)
- Reaching out to grass roots groups for the CCF
- (Coming soon...) undertaking a volunteer led Dementia project



# Meetings our volunteers have recently attended:

- Learning Disabilities Partnership Board
- ‘Local Valuing People Meetings’ in East Surrey, Mid Surrey, North-West Surrey and South-West Surrey.
- LeDeR multi-agency review meeting (chaired by Healthwatch Surrey volunteer Liz Sawyer)
- LeDeR Steering Board
- SABP Public Board meeting
- Community Mental Health Transformation Programme, 18 - 25-year-old provision: Young Adult Reference Group
- Peer Talk - ‘Let’s have a Chat’ event (Mental Health)
- CNWL Sexual Health Outreach Group
- Stroke Integrated Delivery Network Board
- Adults and Health Select Committee (Where our YHW volunteers recently presented).
- North-East Hants and Farnham CCG virtual community forum
- Whole System Approach to Obesity workshop



# How have we supported them?

- Providing training in the legal framework behind NHS consultation and engagement
- Training in equality impact assessments (coming soon...)
- Held a virtual training refresher for all volunteers
- We have reviewed the training courses we offer to new volunteers to now include optional training in the structure of the NHS (ICS, ICP, PCNs)
- Extra 1 to 1 support and help for those volunteers who need it
- New volunteers shadow Sarah on virtual engagements asap after starting
- Feedback and thank yous from the team after volunteers have supported us with a specific activity
- Regular check-ins with volunteers as part of group meetings (as well as constant communication with us, and each other via email and whatsapp groups).
- HWSy staff team attending group meetings to give updates (e.g. ICP updates, WWH meetings/ escalations)
- Thank you card and HWSy branded masks.

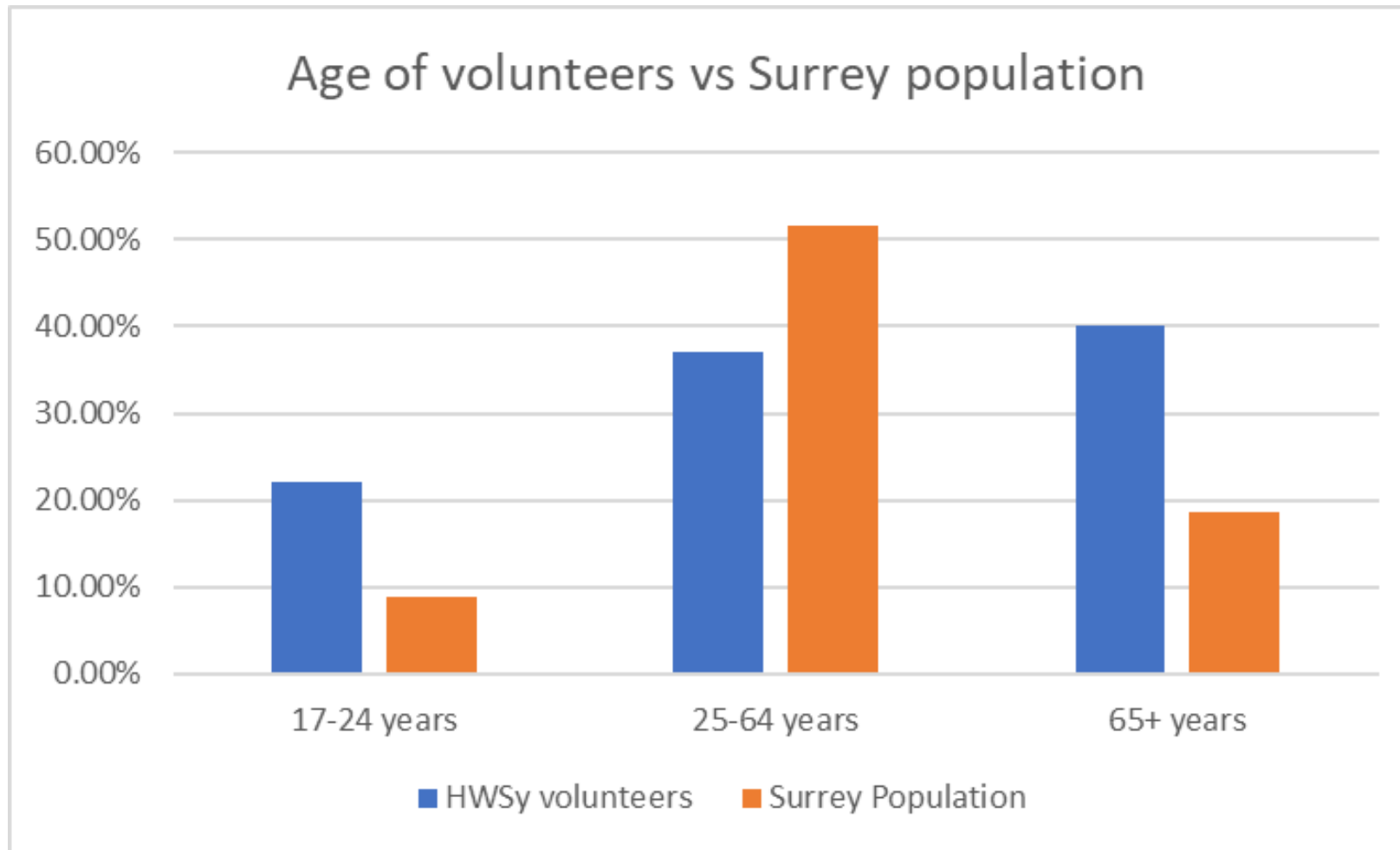


# Co-production with volunteers:

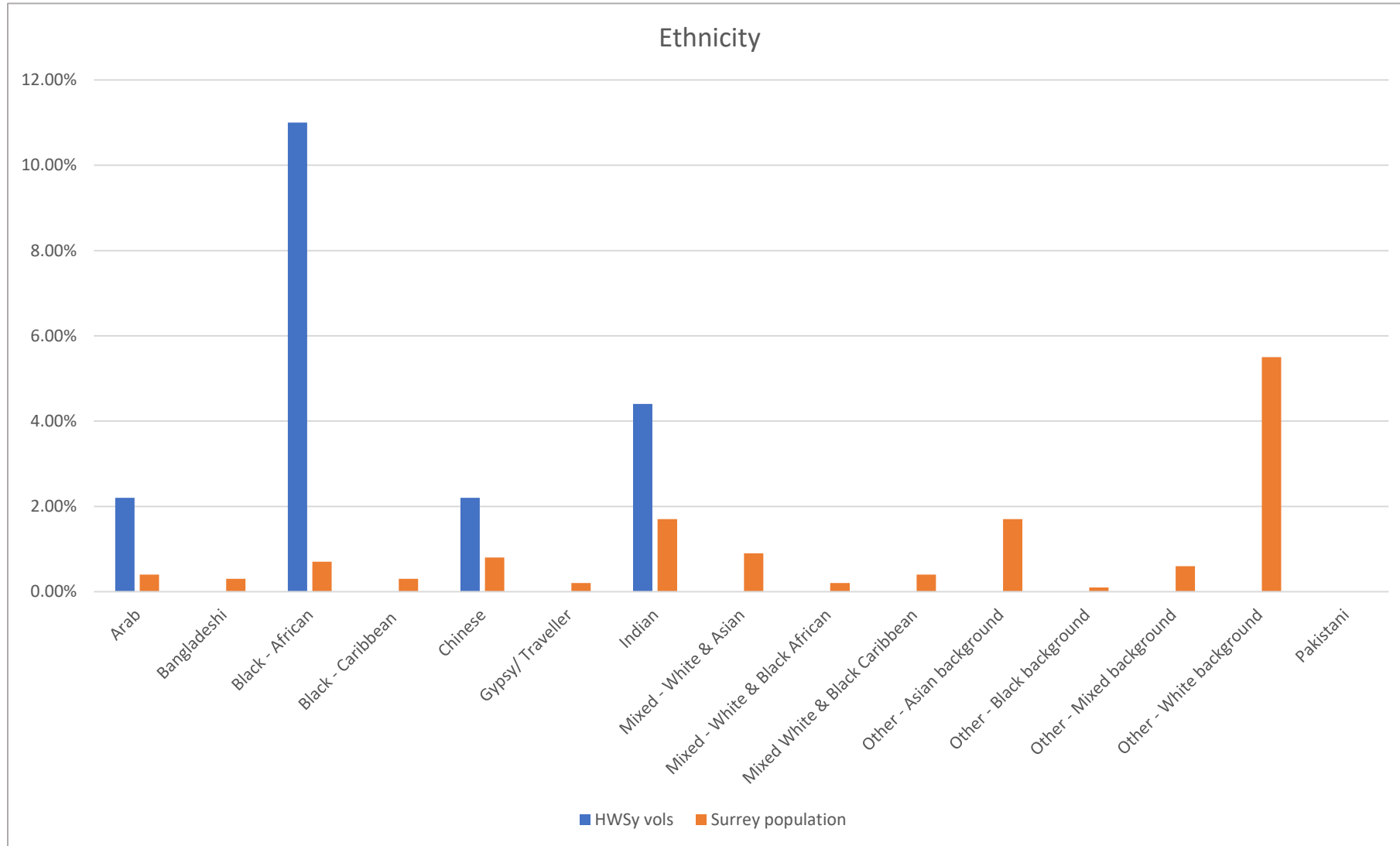
- BAME communities outreach brainstorm
- Involving volunteers in our priority setting
- Community Influencer powwow
- Volunteer special interest groups
- Involving volunteers in creating local area group workplans
- EDI working session (coming up)
- Volunteer led projects (Dementia project)



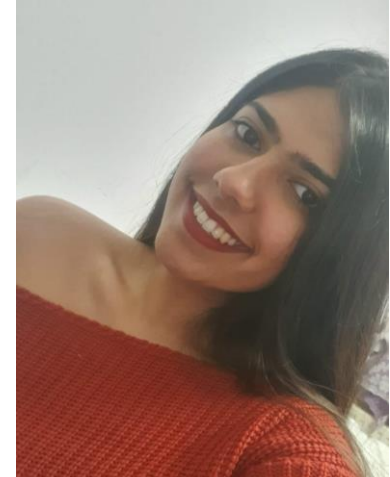
# Increasing our volunteer diversity



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# Meet our Young Healthwatch



Awaiting  
photo

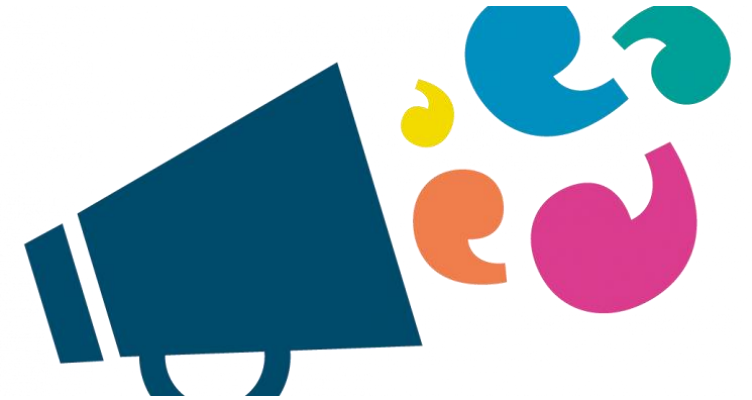
- Established in August 2020
- 11 members
- Gave 112 hours of their time in Q4
- Group Chair: Alice
- Established group ask and workplan.



# Meet our Young Healthwatch Cont'd...

## Recent activity

- Co-production of Surrey Heartlands' 18-25 Mental Health transformation programme (Young Adult Reference Group, task and finish groups, sharing service user experiences at the Adults and Health Select Committee and NHSE).
- Mapping and reaching out to:
  - Educational institutions
  - VCFS organisations
  - Social/ special interest groups... to engage with young people and hear their views.
- Watching briefs: SABP, CAMHS, CNWL
- Supporting Sarah with virtual engagement/ Tessa with telephone interviews
- Reaching out to their peers at University to hear their experiences
- **Coming soon:** Young Healthwatch Instagram
- *"It was very exciting hearing about the Young Healthwatch Team and I look forward to hearing about their achievements. I wonder if you would be happy for me to use Young Healthwatch as a case study to show other organisations an example of how to implement young volunteers within an organisation"* - Laura Butler, Youth Volunteer Development Manager at VSNS CVS



# Better Impact

- Branded for Healthwatch Surrey
- App and desktop versions
- Manage opportunities more efficiently - volunteers can self-serve
- Easily share information, updates, resources and reports with volunteers
- Share updates and info between volunteer groups
- Will make reporting and the day-to-day management of volunteers easier
- Volunteers can record their hours and leave feedback (meeting reports etc)
- Volunteers can self-serve
- Training planned for May volunteer group meetings



# Priorities going forward

- Supporting and settling in our new volunteers
- Training volunteers in using Better Impact
- Finding chairs for our East Surrey, Surrey Downs and North West Surrey groups
- Recruiting volunteers to our Surrey Downs and North West Surrey groups (we have a strategy and we are implementing this)
- A workplan for each volunteer group (with volunteer input)

