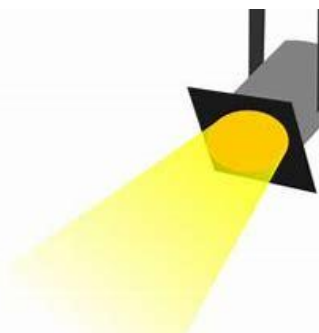


Volunteering Report

April 2021 - March 2022



Spotlight on our NHS Young People



Key Themes	Contents	Page
	Foreword	3
	Introduction	4
	Definition of Volunteering & Vision Statement	5
	Investing in Volunteers Renewal Award	5 - 7
1.	Individuals	8 - 16
	1.1 Spotlight on Young NHS Volunteers <ul style="list-style-type: none"> ○ DG Life Awards ○ Saltire & Duke of Edinburgh Awards 	
	1.2 Journey into Employment – Good News Stories	
	1.3 Patients letter	
	Social Return on Investment (SROI) & Statistics	17 - 24
2.	Groups	25 - 46
	2.1 Welcome Guides	
	2.2 Ward Volunteering <ul style="list-style-type: none"> ○ DGRI ○ Childrens' Ward ○ Midpark Hospital ○ The Galloway Community Hospital 	
	2.3 Vaccination Clinics East & West of the Region	
	2.4 MacMillan Cancer Information & Support Centre (CISC)	
	2.5 Training & Peer-led Dementia Awareness	
	2.6 Celebrating our Volunteers	
3.	Communities	47 - 54
	3.1 Community Health Development Volunteers	
	3.2 Breastfeeding Peer Support	
	3.3 Community Garden – The Galloway	
	What's Next?	54
	Closing Remarks & Thank You	55



Foreword



Nick Morris
Chair
NHS Dumfries
and Galloway

It is a great pleasure to be able to add my reflections into this extremely comprehensive annual report for the NHS D&G Volunteer report. I have to congratulate Margaret (McGroggan) and her team for pulling this report together and for highlighting the significant achievements and developments within the Volunteering programme of the 2021/22 year.

I will not repeat all the details which are so well captured in the report (please read it!!) but I hope I can provide some context and additionally - **call out to all the staff who work across our health and social care services to read this report** so that they can recognise the significant contribution the volunteers make to the overall care of the people who need our services. I know that staff across the service also welcome the support the volunteers provide to them - assisting them to provide person centred care and providing feedback and ideas that help to improve the journey of a patient through their care.

Looking back over the last 12 months - we have to recognise the tremendous effort put back into re-building the volunteer input to services once restrictions on their work within the care settings was relaxed. The Volunteers have bounced back with more energy and enthusiasm than ever before. Letters from those who have been supported are a testimony to the value with which they are regarded by those who experience their warmth, kindness, compassion, and assistance.

We have seen a growth in the number of volunteers, an increase in those younger people and a significant number of awards to individuals and teams - including the continued achievement of Investing in Volunteers award for 2021. From welcoming people into our hospital and community services, providing much needed support to people on the wards, assisting with innovation in critical care areas such as the cancer pathway and not least - the tremendous support of volunteers in our vaccination programmes - underpinning the resilience of the people and staff of D&G, enabling a gradual return to a more normalised pattern of life.

I thank Margaret and all the volunteers for their efforts over the year and I look forward to meeting more of you as I increase my visits to the services over the coming year. We have many challenges ahead of us - possibly the most challenging period since the birth of the NHS - but it is the spirit captured by volunteers - giving freely of their time- that compliments the hard work of the paid staff and together as a team - we will achieve what we need to.

Nick



Introduction

This year we have structured our Volunteering Annual Report around three key themes of our Volunteering Programme which are:

1. Individuals
2. Groups
3. Communities

- Our first theme '**Individuals**' focuses on volunteers with a spotlight on our young NHS volunteers and their journey and achievements including Saltire Award & Duke of Edinburgh Award.
- The second theme '**Groups**' highlights the variety of active groups involved which are; Welcome Guides at DGRI, Mountainhall and Vaccination Clinics throughout the region, Ward Volunteers at Midpark, Children's Ward, DGRI and the Galloway Community Hospital, MacMillan Cancer Information & Support Centre. This section concludes with Training, Peer-led Dementia Awareness and Volunteers Week 2021.
- The third and final theme '**Communities**' showcases the diverse range of volunteering in the community through our Community Health & Development Volunteers, Breastfeeding Peer Support Volunteers and our Community Garden Project at the Galloway Community Hospital.

Within each of these themes NHS Dumfries and Galloway continues to recruit, train and create new volunteering roles across the region. The swift return of Disclosure Scotland PVG scheme, the new fast-track induction training and NHS Scotland on-line e-learning modules have all contributed to the improvement of the volunteer journey from enquiry to placement. In 2021/22 we recruited **67** new volunteers which was amazing considering we were still in the throes of CoVid-19. It was challenging as many of our experienced volunteers were still inactive due to health conditions or caring for loved ones, this impacted on the ratio of young people to adult volunteers. However, we still continued to provide an excellent service to patients, their families and staff.

Threaded through this report is the celebration of our volunteers including the Investing in Volunteers Renewal Award, statistical analysis showing **16,213** volunteering hours were given during the pandemic, demographics and the social return on investment. Powerful quotes and stories from staff, patients, families and volunteers are distributed throughout this report.

16,213

Volunteering Hours were
given by NHS Direct
Volunteers 2021/22

Definition of Volunteering

NHS Scotland defines volunteering as:

“A person who gives freely & willingly of their time to help improve the health & wellbeing of patients, users, (and their families and carers) of the NHS in Scotland”

Strategy for Volunteering in the NHS in Scotland CEL 10 (2008)

Vision Statement

“NHS Dumfries and Galloway values our volunteers. Volunteering enhances the services we provide, has benefits for our patients, the individuals who volunteer and helps build stronger communities. We know that our volunteers give their time for many reasons. Some are former patients wishing to give something back; some are former staff with expertise they want to share, for others it may be the first step into a career in health and social care. We want to make sure that volunteers are treated in a fair and consistent way and receive a high quality level of support.

Volunteers should be encouraged to express their views and should be treated as partners in the planning and delivery of NHS Dumfries and Galloway services. The Board is committed to continue to improve our volunteering processes and support the NHS Scotland Strategy on Volunteering.”

IiV Renewal Award



NHS Dumfries and Galloway was awarded the Investing in

Volunteers Renewal Award (awarded every three years) in December 2021. Investing in Volunteers is a UK Quality Standard that aims to improve the quality of volunteering experience and ensure organisations acknowledge the contribution of their volunteers.



Left to right: Chief Executive Jeff Ace, Maisie, Bess, Justin, Kegan, Innes, Sarah & Ryan



IiV is a development tool with a quality framework that demonstrates best practice in volunteer involvement and management. IiV is aimed at medium to large volunteer programmes, with requirements set at an achievable level. There are six quality areas which are:

Quality area 1: Vision for volunteering - Volunteering is embedded within the overall vision, values, culture and aims of the organisation and its impact is recognised and communicated. Organisations understand why they involve volunteers

Quality area 2: Planning for volunteers - People, policies and procedures have been put in place to ensure volunteering is well-managed

Quality area 3: Volunteer inclusion - There is a positive approach to inclusion, equity and diversity and a proactive approach to making volunteering accessible

Quality area 4: Recruiting and welcoming volunteers - It is easy for people to find out about opportunities, explore whether they are right for them, and get involved

Quality area 5: Supporting volunteers - Volunteers feel supported at all times, that they are a part of the organisation and that their contribution makes a difference

Quality area 6: Valuing and developing volunteers - Volunteers are valued and there are opportunities for volunteers to develop and grow through their experience

The Final Report from Volunteer Scotland highlighted the following strengths and areas for continuous development and improvement, these were:

Strengths

Planning for Volunteers:

- There were robust systems in place with regard to the management of risk, and volunteers appeared confident in this area.

Supporting Volunteers

- There was a strong sense of clarity of role, boundaries, practice and support for volunteers that enabled them to carry out their roles in a positive and engaged way.

Valuing and Developing Volunteers

- There was a real sense of satisfaction and camaraderie amongst the volunteers interviewed, especially those working in the same area/ward.
- Building in cross-over between the volunteer shifts and providing opportunities for volunteers to connect regularly socially (such as the coffee break at the end of a shift) is clearly much appreciated and has resulted in very warm relationships between volunteers.
- The Health Walks are another addition that are much appreciated by volunteers

Continuous development and improvement

Suggestions for continuous development and improvement are offered to help the organisation be even better than it already is in relation to involving volunteers. The adoption of these suggestions and progress against them will be followed up on and more fully explored during the renewal assessment in three years' time.

- Continue to target under-represented groups, especially ethnic minorities and people from areas of multiple deprivation.
- A volunteer suggested having “A volunteer suggestion box on the table where we put our coats, could be anonymous”, might be an addition that would help volunteers less likely to be vocal at meetings.
- Making volunteers aware of any “NHS staff discounts” that they might be entitled to would be welcomed by some, and will also ensure that volunteers don't feel left out if they discover another volunteer has accessed them.



liV Presentation by Chair of Board Nick Morris to Norval Dampney, Garden Project at the Galloway Community Hospital



liV Presentation by Chief Executive Jeff Ace to Nithsdale Community Health Development Volunteer – Active Citizen Paul McGregor



Newton Stewart Vaccination Clinic Volunteers Jennifer Brodie and Cherie Churchill

1. Individuals

In this section we highlight individual stories from patients, staff and volunteers. Firstly, we turn the spotlight on our young people who have brought a new level of energy and enthusiasm to volunteering, with 45% of our volunteers recruited in the last year being young people. We focus on achievements gained through Awards from,

542

Volunteering Hours were given by young people to achieve their Saltire or Duke of Edinburgh Award

- DG Life with Aidan winning not only Volunteer of the Year Award but also overall Winner.
- Saltire Award & Duke of Edinburgh Award: We had 9 young people taking part in the Saltire Award & 2 participating in the Duke of Edinburgh Award.

The total volunteering hours collated for young people towards Saltire award and Duke of Edinburgh Award was: 542 hours



Abi (Fyal), **Bess** (Arnold), **Dani** (Gashout), **Elizabeth** (Wardhaugh), **Innes** (Crawford), **Jessica** (Quigley), **Lahari** (Nagodavithana), **Kegan** (Paul), **Justin** (Whitby)



Kegan Paul
32 hours
Saltire Award



Jessica Quigley
30 hours
Saltire Award

Spotlight on NHS Young Volunteers

The Overall Winner at Dumfries and Galloway Life Awards

DGRI volunteer - Aidan Kennedy

Aidan Kennedy, one of our young volunteers, was named as the Overall Winner of the 2021 Dumfries and Galloway Life Awards. Aidan, from Dumfries, who was also named Volunteer of the Year on the night, started as a Ward Volunteer at Dumfries and Galloway Royal Infirmary (DGRI) in February 2020, just a month before the first lockdown.

He kept on going with his volunteering through the pandemic while also continuing his school studies, completing more than 550 hours of volunteering and spending time with patients in many different wards. Aidan so impressed the judging panel with his tireless volunteering for the NHS and they described him as “outstanding” and an

“inspirational young man” in naming him the overall winner for 2021. He was chosen from all the category winners for his outstanding contribution to life in Dumfries & Galloway.



Aidan, aged 18, also helped with activities for dementia patients, became a welcome guide, and assisted at vaccination clinics; as well as getting involved with the training and recruitment of new volunteers. He was praised by nominators for his dedication and commitment, and enthusiasm in tackling new challenges, plus his desire to help improve the lives of people who needed it and in some cases had nobody else to be there for them.

“Aidan Kennedy is an inspirational young man who has demonstrated his caring and selfless attitude as he has worked so conscientiously as a Volunteer at the NHS”

Judge Tabi Mudaliar said “I find it almost impossible to describe how impressed I am by this young man. The pandemic affected us all last year and it was a scary time. Despite the uncertainty and danger Aidan gave his time to help others during one of the most difficult periods any of us have experienced in our lifetimes.”



“For a young man to devote his energies to helping others support our NHS during the pandemic, and provide direct help in the care of the elderly and ill, while also helping at vaccination clinics is outstanding. Many thousands of thank-yous would not be enough

to express how much we appreciate what Aidan has done for all of us in the last year.”

Fellow judge Stuart Martin added: “Aidan Kennedy is an inspirational young man who has demonstrated his caring and selfless attitude as he has worked so conscientiously as a volunteer at the NHS; particularly during this pandemic and at a time when he has been studying for Advanced Highers. This award is a testament to the huge dedication of Aidan and will be a popular choice by all who know him.”

A former Lochside Primary School and Wallace Hall Academy student, Aidan is now studying medicine at the University of Glasgow. He always wanted to be a doctor, and says that the silver lining of the pandemic for him was being able to spend more time in the hospital. “It really helped me build my confidence and skills for medicine” he says of his volunteering work.

On his award, Aidan said: “It’s such an honour, and I’m over the moon. All the finalists are doing such great things in their communities.”



Aidan was accompanied to the Award Ceremony by his proud parents, Lynne and Steven, who said “Volunteering has been a wonderful experience for him.” Also in attendance was NHSD&G Volunteer Co-ordinator, Margaret McGrogan, who said “We are so proud of him, he just always went above and beyond and is an amazing young man.”

Aidan is now working hard enjoying his studies but has been missing the patient contact he had during his volunteering work. He hopes to be able to complete more shifts at DGRI during his university holidays.

Photographs (Presentation to Aidan by CEO Frank Sweeney - Cunninghame Housing) and article courtesy of Dumfries & Galloway Life.



Justin Whitby (Age 17)
Ward B2/B3 Volunteer
(Saltire 77 Hours)



"I got involved in volunteering with the NHS because I was considering a future career in Medicine. I feel it is a good way to gain experience and it was something worthwhile to do, as I had spare time at the start of the CoVid pandemic, I also felt I could help our country. I play guitar, bass, piano and harmonica and my main hobbies are flying (I have

a private pilot's licence) and sky diving!

I have really enjoyed my time as a ward volunteer as it has given me large insight into what's involved as a healthcare worker. I feel it's prepared me for my future studies in Medicine while also allowing me to meet people with similar interests to me and hear about their stories which has been really enjoyable. I will be studying at Aberdeen University from September 2022."



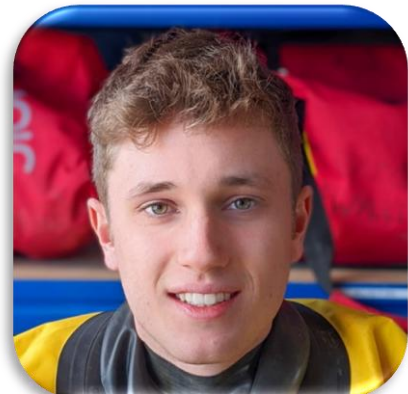
Innes Crawford (Age 18)

Ward C4/D7 Volunteer **(Saltire 69 Hours)**



"I am Innes Crawford, an aspiring future medical student. I am also an active crew member at Nith Inshore Rescue (NIR) and have completed various training through this such as RYA first aid and Powerboat Level 2. I started volunteering with NHS Dumfries and Galloway in May 2021 in order to gain exposure to the hospital and

provide support to patients wherever I can. I believe I have developed my communication skills while interacting with patients and am sure this will be transferable in a career in medicine. Over the past 12 months, it has been a pleasure to volunteer alongside NHS staff and hopefully alleviate some pressure they may be facing due to the pandemic. I have recently gained employment in the DGRI Pharmacy Aseptic Suite and this has been largely thanks to the experience volunteering has provided."



Lahari Nagodavithana (age 17)

Ward B2/B3 Volunteer (**Saltire 68 Hours**)

“I am Lahari and hoping to study Medicine at St Andrews or Edinburgh; I became involved with volunteering to contribute to my local community by spending time with patients at DGRI and to help them feel more comfortable during such an unnerving time.

I was a member of the children’s reading club at school helping to improve their vocabulary and general reading. I think the reason I like to help others is just being there and giving them a listening ear, it helps you relate. I cared for my grandfather while he was ill and enjoy helping people in any way. I guess I feel good that I have helped someone. My interests are playing the cello and piano, these activities help me to be quite versatile, and I would like to play for the patients in the socialisation area in the wards when things open up.

I have found it very interesting communicating with patients and it has provided me with the opportunity to understand their experience in the hospital and how daunting this situation can be through their eyes. I hope in my role that I help patients to feel more comfortable and ensure that they do not feel alone. I would truly like to make a difference in their lives.”



Bess Arnold (Age 17)

Ward C4 Volunteer
(**Saltire & Silver Duke of Edinburgh
Award 86 hours**)

“Things I’ve learned from the volunteering include the likes of the importance of communication and empathy, putting yourself in the position of the patients or staff and thinking what it is I can do for them that would make things better if at all possible. Progressing on from my role as a volunteer at DGRI I intend to go to university where I will embark on my own nursing degree after having taken a year out to work (in a local care home as a support worker) and gain some more independence that will better equip me for life outside Dumfries and Galloway. This photo of my brother, the dog and I, was taken recently when we were visiting our grandparents.”





James Scriven (Age 17)
Ward D7 Volunteer

"I have applied to study medicine at university and I would like to gain some work experience in a hospital environment. I am a friendly and sociable person and I feel the volunteering at the DGRI will continue to develop my communication skills with the general public. I am a caring and patient person and would like to help and support others. I am captain of

the basket ball team at Dumfries Academy where I am also deputy head boy and volunteer with 'Let's get Sporty', coach sporting sessions and help with holiday camps for younger children."

"Also, in my volunteering role at DGRI, on the wards I feel I have really enjoyed getting to go in and meet patients, especially when you can have a good conversation with them. They're all really nice people and easy to talk to which is great and the nurses are very welcoming on the ward."

Robyn Anderson (Age 17) – Ward B3 Volunteer

I started volunteering in March 2021. Volunteering over the past year has been a fantastic experience. Along with being able to help and assist patients, I have developed my confidence, communication and adaptation skills and made many new friends. Volunteering has also played a massive role in helping solidify my decision to pursue a healthcare career- I am now hopefully going to study Medicine in September.

My dog is called Archie, he is my first dog and I love him to bits!! This photo was taken in Bowness on Windermere when I visited with my family last summer.





Zoe Kean (age 18) Ward B3 Volunteer

“Hello I am Zoe, I got into volunteering in 2019 because I wanted a career in medicine and found myself during lockdown gaining employment in DGRI as a Pharmacy Support Worker. I really enjoy helping others and brightening people’s day, I simply enjoy chatting with patients about anything and volunteering gives me the opportunity do that. It has given me a great insight into hospital life. I still want to study medicine and this September start at The University of Aberdeen.

This photo is of me on holiday this year in Australia feeding some wallaby/kangaroos with my cousin Beth.”

Aga Grzebieniak (Age 25) Ward D7 Volunteer

“I am Aga Grzebieniak I am 25 years old and grew up in Poland. I chose to volunteer for the NHS to learn new skills and increase my knowledge in health which I believe will help me prepare to study Paramedic Science. I thought it would give me an idea of what it is like to work within an NHS environment and being able to help people in my spare time gives me great satisfaction.

I currently work as a lifeguard at a local swimming pool, and I also hold a trainer assessor qualification which enables me to train candidates to become lifeguards which also includes first aid and defibrillator training. I believe I am a confident individual with good communication skills, I am fluent in two languages Polish & English and have used this to translate in my previous jobs.



The thing I love the most about volunteering is being able to meet new people and hear everyone’s individual story, it has definitely changed my perspective on life and appreciate health and being young a lot more, I have learned a lot about dementia too, this motivated me more to follow a medical field and hopefully help people, often those being older adults who may suffer from that disease. And lastly it has helped my communication skills massively and I hope to continue to learn more.”

Maisie Anderson (Age 18) Ward D7

I originally got involved in the volunteer programme because I have family members that I help on a regular basis and thought that I could broaden this to others that are struggling. Another motivation for pursuing volunteering is because I have an interest in the medical field and thought that this would give me an insight into the hospital life. Some of my hobbies are dancing, which I have done for around 14 years, and playing netball. Volunteering has been extremely rewarding for me as I have learned what life is like in the hospital as well as hearing so many wonderful stories that each patient has to share. Being there for patients at times that can be very lonely is a great thing to be a part of. In September of this year I am going to study neuroscience at the University of Glasgow to possibly pursue a career in the field.



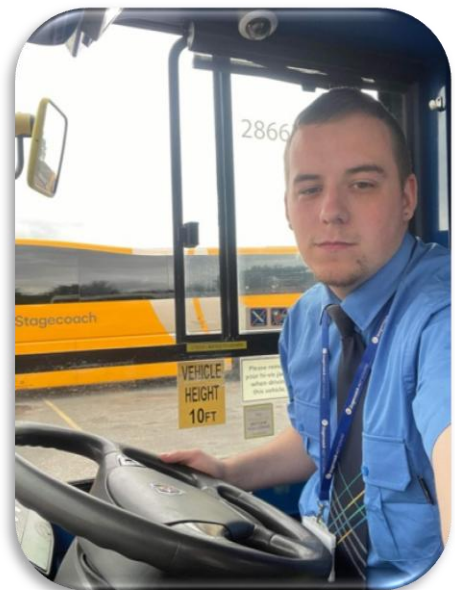
Journey into Employment Good News Story – New Direction

What I got out of volunteering, "I would say that volunteering helped me develop as a person and allowed me to meet individuals from all walks of life. It also gave me an insight into the NHS and the different types of vulnerabilities which patients experience across their lifespan, through illness".

"Following volunteering for 8 months, I was successful in gaining full time employment with the NHS". Volunteering increased my confidence and helped develop my communication skills. I am currently going through the selection process for the police and have been successful at the interview stage just awaiting references and medical." **Anonymous**

Lee Currie (Age 22) Ward B2/B3

"I am Lee, I started volunteering during CoVid when lockdown hit and had no job. I believed it was the right thing for me to do at the time as the NHS faced a crisis. I also felt that volunteering would help me believe more in myself and give me more self confidence. I liked volunteering as you meet people with different backgrounds, religions and beliefs, and no two days are the same, always new stuff to learn! Since volunteering I have had several jobs, one with CoVid testing, now I've obtained my PCV (Passenger Carrying Vehicle) licence I am qualified and driving buses for a national company. I still volunteer when my shift pattern allows. My aspirations are to become an Ambulance Technician in the future."



1.3 Patient Story



"Once again thank you from the bottom of my heart for the wonderful service you provided to me at DGRI, at the most desperate of times."

Dear Volunteers,
I would like to say a huge thank you for the kindness I received whilst in DGRI during lockdown.
The days were long and the nights longer. The nursing staff were fantastic, but it was the evening visits by the volunteers which kept me going.
It was a terrible time for all of us and knowing that I couldn't see my family and friends was heartbreaking.
Once again thank you from the bottom of my heart for the wonderful service you provided to me at DGRI, at the most desperate of times.
Kindest regards,
A very thankful patient x

Staff Quote:

"I have witnessed first-hand how valuable the volunteers can be. They are able to spend that little bit more time with patients when the nursing staff are so busy. The time and patience given to the patient can be very calming and reassuring in the hustle and bustle of a ward setting. We are always glad to receive any assistance we can get on the ward to make it run more efficiently."

Staff Nurse Ward B2:
Karen Finnigan

Social Return on Investment (SROI) & Statistics

Almost 200 volunteers (including those retired during the year) were actively involved throughout the region in the last financial year, a phenomenal **16,213** volunteering hours were given during the pandemic. This section gives an overview of the Social Return on Investment to NHS Dumfries and Galloway and a comprehensive breakdown of the statistical analysis and demographics is included:

- SROI
- Active, inactive and retired volunteers by role
- Volunteers who exited and reasons for leaving
- Equality Monitoring Data

Social Return on Investment

During 2021-2022 an outstanding **16,213** volunteer/training hours were donated by NHS Dumfries and Galloway direct volunteers. This was an increase of almost 4,000 hours compared to 20/21 which was **12,446**. The average cost benefit to NHS Dumfries & Galloway was:



	2020/2021	2021/2022*
Cost Benefit before Expenditure	108,525	144,458
Less: Expenditure	10,782	20,569
SROI (Social Return on Investment)	97,743	123,889
*the national minimum wage of £8.91 was used in these calculations		

The Value of Volunteering to NHS Dumfries & Galloway

The expenditure incurred during the period 2021/2022 was **£20,569**, this included volunteer out-of-pocket expenses, uniforms, ID badges, Disclosure Scotland, costs incurred for Investing in Volunteers Award and training for Qi-gong Facilitators. During 2021/2022 the expenditure increased due to the number of new volunteers and those returning which incurred more travel, in addition to this there were new costs for Qi-gong training and Investing in Volunteers Award (liV). However, the good news is that the fee waiver from Disclosure Scotland continued for Standard Disclosures. The value of volunteering to NHS Dumfries & Galloway in the Social Return on Investment (SROI) was: **£123,889**.

16,213
Volunteering Hours were
given by NHS Direct
Volunteers 2021/22

SROI
(Social Return on Investment)
2021/2022: £123,889

Statistical Analysis

The analysis below is based on data for all active, inactive and retired volunteers for 2021/22. This information was extracted from NHS Scotland Volunteer Information System (ViS) showing by role that there was a total of 145 active volunteers, 109 inactive volunteers and 51 volunteers who retired during 2021/22 see table 1.

Table 1: Active, Inactive and Retired volunteers by role			
Role	Active	Inactive	Retired
Covid Response	52	5	30
Welcome Guide	38	30	7
Ward Volunteer	18	19	8
Nithsdale Community Health Development Volunteers	11	13	0
Breastfeeding Peer Support	7	13	0
MacMillan Cancer Info & Support Centre	10	3	2
Spiritual Care	0	5	1
Machars Cancer Info & Support	0	6	0
Other roles	9	15	3
Total	145	109	51

Table 2 gives a breakdown by age.

Table 2: Active, inactive and retired volunteers by age group						
Age Group	Number of volunteers			Percentage of volunteers		
	Active	Inactive	Retired	Active	Inactive	Retired
Under 25	26	2	23	18	2	46
25-54	17	26	7	12	24	14
55-64	32	18	6	22	17	12
65+	70	63	14	48	58	28
Total	145	109	51	100	100	100

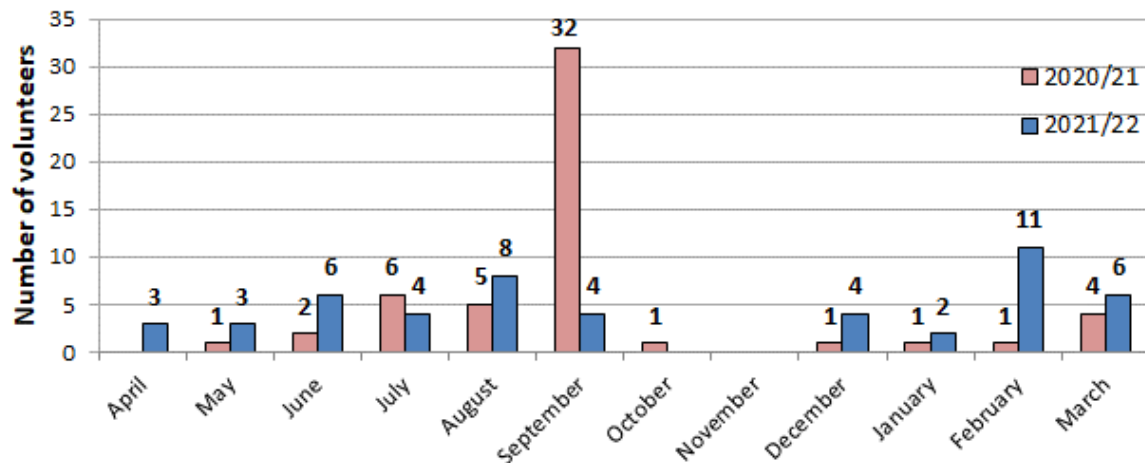


Volunteers who exited during 2021/22

- A total of 51 people exited from volunteering between 1st April 2021 and 31st March 2022. That is slightly down from the previous year (54).



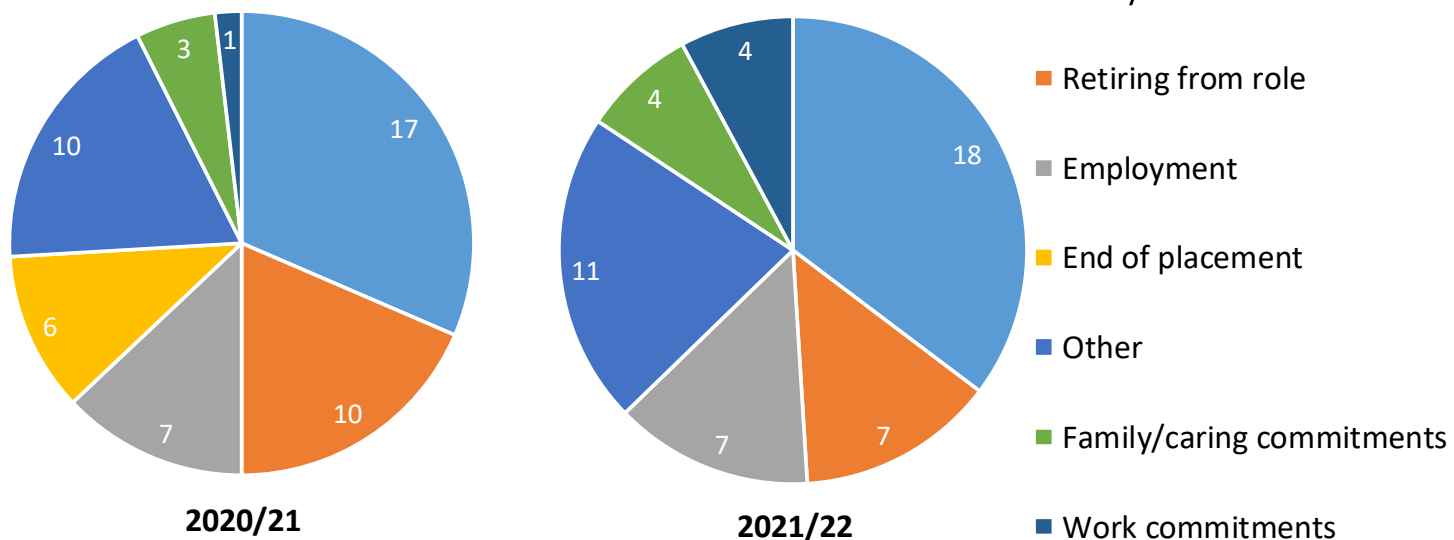
**Number of volunteers leaving by month
2020/21 and 2021/22**



Reasons for leaving during 2021/22

- The most common reason for leaving a volunteering role during 2021/22 was due to study commitments. This was the reason given by over a third of the people who exited during 2021/22.

**Reasons for leaving volunteer role with NHS Dumfries & Galloway
2020/21 and 2021/22**



- Most people who exited a volunteering role during 2021/22 were Covid response volunteers (59%). This was due to the volunteer commitment required being 6 months during the pandemic, whereas normally this would be 12 months. Comparing this to 2019/20 where (72%)



who exited were mainly ward volunteers or young people continuing their studies.



Audrey McFadzean retired from her volunteering role as a Welcome Guide after 9 years as a volunteer and Milly Macklin who became a CoVid Response volunteer went onto study medicine at Dundee University.

- The table below shows the number of people who exited by volunteering role:

Exited by Volunteering role	Total
CoVid-19 Response Volunteer	30
Ward Volunteer	8
Welcome Guide	7
MacMillan Cancer Information & Support Centre	2
Spiritual Care	1
Other: Maternity Link	3

Equalities Monitoring Data

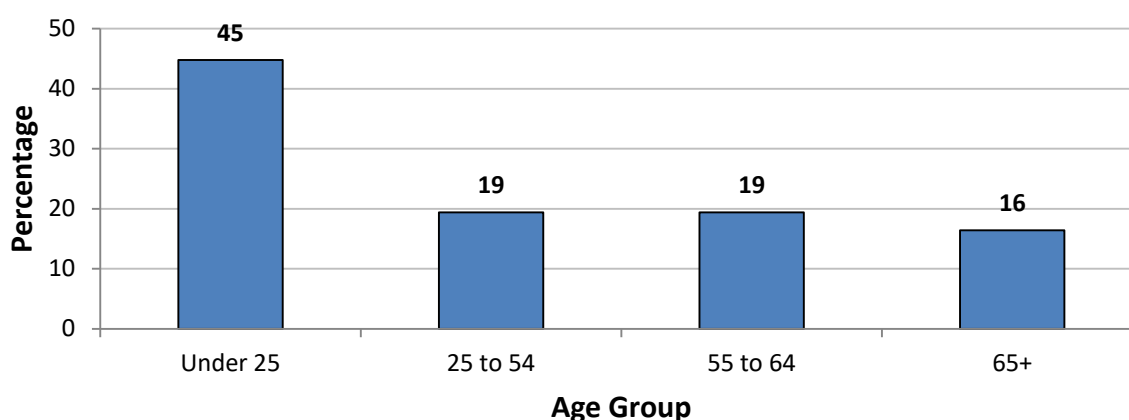
The analysis below is gathered from Equality & Monitoring Data for 2021/22 based on 67 newly recruited volunteers.

Age ranges of volunteers



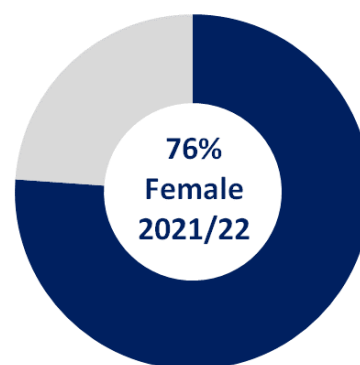
45% of volunteers (30 people) are young people under the age of 25 who are volunteering to improve their skills, knowledge and experience in a hospital setting. Their purpose is in preparation for applications to college and university. Many of these young people are pursuing careers in medicine or the nursing profession.

Percentage of volunteers within each age group (2021/22)



36% of volunteers (24 people) are over the age of 55. Many want to use their life experience to give something back to the NHS and to add structure into their lives during retirement.

Gender - The majority of volunteers (76%) are female.



Disability - The percentage of those who identify themselves as having a disability and are carrying out a variety of roles within D&G were too small to publish.

Investing in Volunteers - Final Report 2021

Volunteer Quote:

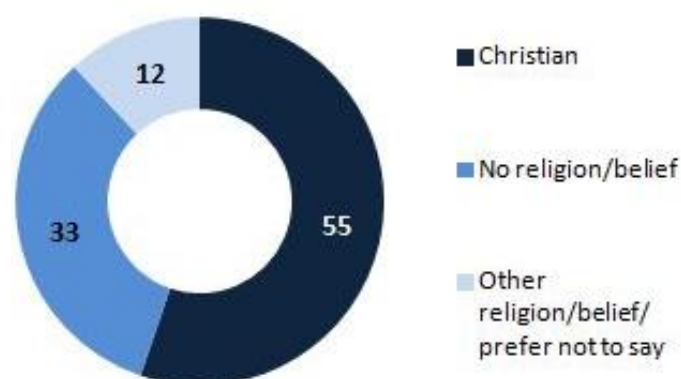
"We have people with disabilities, some with unseen disabilities, but once you get to know people they start talking. Our team is pretty diverse, when we looked at demographics, and saw areas underrepresented we did some targeted recruitment. Trying to get people in from deprived areas, can require quite a bit of travel so it's good that expenses can be covered".

Ethnicity - 9% of volunteers have identified themselves through the Equality & Monitoring questionnaire as coming from Black & Minority Ethnic backgrounds or other ethnic backgrounds. This demonstrates that we are attracting volunteers from other ethnic backgrounds at a rate higher than the national and Dumfries & Galloway figures. See table below.



	Scotland 2011 Census	Dumfries & Galloway 2011 Census	Volunteers NHS D&G
White - Scottish	84.0%	80.3%	76%
White - Other British	7.9%	16.2%	13%
Other ethnic groups	1.3%	0.5%	9%

Religion or belief - 55% of volunteers (37 people) identify as being Christian. 33% (22 people) identify as having no religion or belief. 12% (8 people) identify as having another religion or belief or preferred not to say.



Scottish Index of Multiple Deprivation (SIMD)

Number of datazones and number of residents within 20% most deprived (quintile 1) across Dumfries & Galloway by national and local SIMD2020v2 quintile

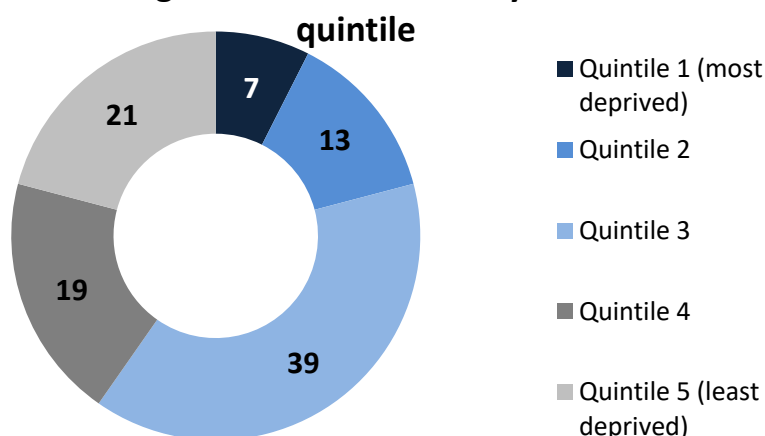
Datazones	Annandale & Eskdale	Nithsdale	Stewartry	Wigtownshire	Dumfries & Galloway
All	51	79	31	40	201
20% most deprived across Scotland (National quintile 1)	2	12	0	5	19
20% most deprived across Dumfries & Galloway (Local quintile 1)	7	20	1	13	41
All residents 2020	37,754	58,579	23,803	28,154	148,290
Residents (National quintile 1)	1,243	8,782	0	2,996	13,021
Residents (Local quintile 1)	4,952	14,138	851	9,181	29,122

Source: SIMD2020v2; Scottish Government; NRS population estimates

Dumfries & Galloway has 201 datazones, of which 19 (9%) are in quintile 1, the 20% most deprived category nationally. For each datazone, information about the population that live there is used to give an indication of different types of disadvantage the people in that area are experiencing. These are brought together in 7 domains:

Employment, Income, Crime, Housing, Health, Education and Access.

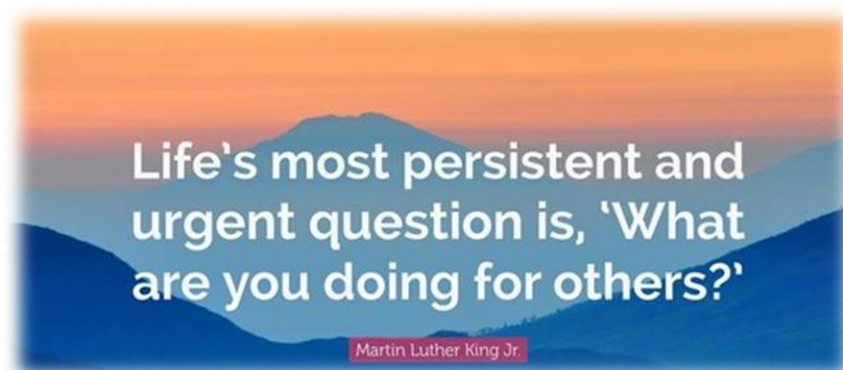
Percentage of new volunteers by SIMD2020



- NHS Dumfries & Galloway currently have 7% of newly recruited volunteers in 2021/22 who fall into quintile 1 (the 20% most deprived category nationally).

The analysis in the table below shows the percentage of volunteers living in each SIMD quintile for all active, inactive and retired volunteers for 2021/22. For active volunteers, 6% live in the most deprived quintile. For inactive volunteers, 7% live in the most deprived quintile. For those who retired from volunteering, none lived in the most deprived quintile.

SIMD Quintile	Number of volunteers			Percentage of volunteers		
	Active	Inactive	Retired	Active	Inactive	Retired
Quintile 1 (most deprived)	9	8	0	6	7	0
2	15	19	7	10	17	14
3	65	39	27	45	36	54
4	28	21	5	19	19	10
Quintile 5 (least deprived)	28	22	11	19	20	22
Total	145	109	51	100	100	100



2. Groups

In this section we highlight four significant groups of volunteers supporting patients families and staff in acute settings. These are:

1. **Welcome Guides**
2. **Ward Volunteers**
3. **Vaccination Clinic Volunteers**
4. **MacMillan CISC**
5. **Training & Peer-Led Dementia Awareness**
6. **Celebrating our Volunteers**

Welcome Guides

6,844

Volunteer hours given

2.1 Welcome Guides

NHS Dumfries & Galloway have **32 Volunteer Welcome Guides** at DGRI and Mountainhall who have given almost **7,000** volunteering hours in the last year. The role of our Welcome Guide is to meet and greet patients, families and visitors at the main hospital entrance to provide help, direction and reassurance. The volunteer will actively look out for patients or visitors in the hospital entrance who may appear in need of assistance, or guide people to appropriate department/person within the hospital. Dedicated volunteers in each team



are wheelchair trained, over the last year volunteers provided **wheelchair assistance to 2,068** out-patients and visitors. They also, delivered **892** 'Bags of

Wheelchair assistance provided for

2,068

out-patients & visitors

Love' (clothing, shopping and personal items) to and from patients in the wards.

In addition to this, support is provided for out-patients requiring assistance with the e-kiosks to check in for their appointments and giving a friendly welcome at Orthopaedic Out-Patient Clinics and Women & Children's reception desk.

Quote Family Member

"I just wanted to let you know how wonderful your team of volunteers are. My dad was in C6 and not allowed any visitors. I dropped off various bags of items at varying times of the days and it was never any problem to the volunteers to take things to the ward and collect items that had to go home. Any stay in hospital is a difficult time for the patient and family which at the moment is made worse if no visiting is allowed. This difficult time was made much easier by the team of wonderful volunteers." Thank You J

Story and quotes below from volunteers & staff:

Volunteer Story

Welcome Guide saw a distressed lady walking through the atrium in DGRI. The volunteer asked if she could help, lady said her husband had just died in the Alexandra Unit and she was hoping to get a taxi to take her home. Volunteer took her to a quiet place, got her a cup of tea and sat with her until her taxi arrived.



Orthopaedics Staff Quote

"Where do I start, our volunteers have been such an incredible addition to our team here in Orthopaedic Out-Patients - they are friendly helpful professional in short they will do anything they can to assist patients/relatives. My colleague Chloe one of our Staff Nurses finds they use their initiative so well they link in with us when they have to and very quickly came to understand the complexities of the work we do here. Sometimes our volunteers are faced with challenging behaviour however they seem to know the right thing to say they behave appropriately in sometimes difficult circumstances.

For our part we see our volunteers and they are very much "our" volunteers as an integral part of our team we would struggle to manage without them - we appreciate everything they do.

Good Luck to All Volunteers. You do an amazing job!!!!"

Linda and the team OOPD

Staff Quote

"Volunteers make themselves heard, volunteers are involved in our strategic events, we invite them to participate in groups with peers and members of staff. If the volunteers have an idea, I guarantee we hear it. The wheelchair example is one that came from volunteers, they asked us to change the rules for that welcoming role, and we did (ie. to allow handling of wheelchairs with training). Within the roll-out for virtual visting, it was our younger volunteers during Covid who were volunteering, they were part of the steering group, they tested and helped to design processes for how we rolled out virtual visting in our ward. We took advice from our young, tech savvy volunteers".

Investing in Volunteers Final Report 2021

2.2 Ward Volunteering

In the financial year April 21 to March 22, a total of 40 active ward volunteers were involved in 3 locations throughout the region, DGRI: Wards (B2, B3, C4, C6, D7, D8 & Children's Ward), Midpark Hospital and The Galloway Community Hospital, giving almost **5,500** volunteering hours.



Location	Number of Volunteer Ward Hours
Wards DGRI	5,120
Children's Ward	205
Midpark Hospital	60
The Galloway Community Hospital	70
Total Ward Volunteering Hours	5455

Ward Volunteers
East & West of the Region provides
5,455
Volunteering Hours

The main role of our Ward Volunteers is to reduce isolation and loneliness, relieve stress and anxiety and promote health and wellbeing. In our Care of Older People's (Ward C4) a focused approach has been made on how to engage meaningfully with patients with dementia and in falls prevention. A new peer-led dementia awareness training has started this year with an emphasis on practical ways that volunteers can support people with dementia during their stay in hospital, this is reported on fully in the training section.

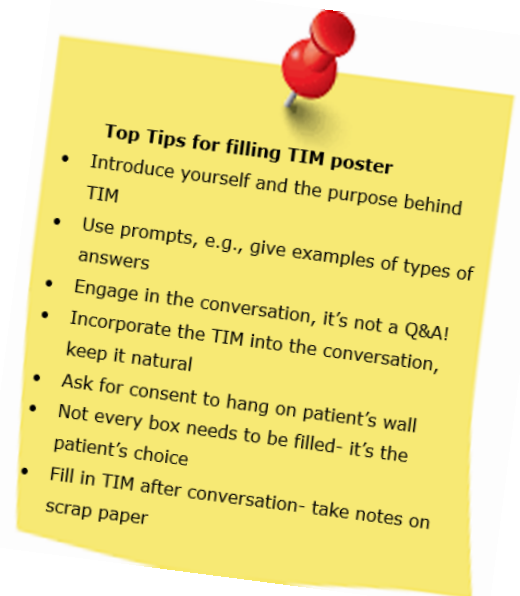


A falls prevention role previously piloted in ward C4 has become embedded into the normal routine in ward C4. The purpose of this role is to reduce the instances of patient falls, particularly for those with dementia or at risk of falling. Carol and Jane two dedicated volunteers have received training in dementia awareness to provide support to patients with everyday tasks, engaging them in conversations and meaningful activities. These volunteers have given **635 volunteering hours** to this role over four mornings each week in the past year. This has freed up nursing staff time to provide medical care to those that need it most.

The volunteers support an average of **70 to 80 patients per month** in the following ways:

- Chatting with patients
- Reading, playing games or puzzles
- Walking in the corridor with patients
- Encouraging patients to take a drink
- Cutting up patient's food
- Collecting information for **"This is Me"** poster

The staff and students in C4 were looking at ways to gather information about patients to give them that feeling of familiarity. The TiM Poster (This is Me) was developed by the students (Katherine Kelly & Alison McKeon) and is currently being used in Ward C4 by all volunteers and staff.



"I have found the volunteers to be invaluable to us in Ward C4. They provide stimulation and meaningful activities to help reduce the stress and distress of patients living with dementia. Being in hospital can increase stress and anxiety for patients, due to the unfamiliar environment, different routines, and the uncertainty of illness. Having someone to speak to or distract their attention for a short time can help reduce and relieve these worries and improve their hospital experience."

Senior Charge Nurse Ward C4 - Linda Hughes

"A working group has been established for some time to progress work to reduce the number and severity of falls, with a focus on DGRI Ward C4. Falls are the most commonly reported type of incident in Datix (an NHS data recording system). One volunteer from C4 has been a consistent member of this group and actively contributes both observations and suggestions for improvement. They are now working closely with an Improvement Advisor from the Patient Safety Team to develop and test some of these ideas. The volunteer represents a team of volunteers who have a regular presence on C4, directly and indirectly contributing to work to reduce the number of falls."

Sue Vest - Risk Coordinator
Patient Safety and Improvement Team

“As an improvement advisor working outside of the ward environment - mainly virtually, I sometimes struggle to gain engagement from staff around quality improvement work, as their primary focus is patient care. I have had excellent engagement on ward C4 via one volunteer in particular, who has been able to find time to work closely with me, in particular around testing the idea of 'this is me' or TIM boards - a person-centred initiative where staff are able to see a more holistic view of our patients - much wider than just their medical needs. Thanks to the volunteer we are now able to measure the degree of completion of the 'TIM' boards each week. The volunteer has taken on this role, which otherwise I fear would not be done. This has enabled us to share back with the ward staff how we are doing with the initiative. The volunteer has engaged in collecting the data and also offers insights and observations that are valuable as they differ from a staff members viewing angle. The volunteer has also been very active in improving the nearby garden, helping to provide patients with a more pleasant experience, encouraging their activity, which in turn can reduce the likelihood of falling.”

Paul Sammons – Quality Improvement Advisor

We have been able to build on the skills of our active volunteers enabling the patient experience to be enhanced. A volunteer who is a qualified beautician is providing gentle hand and arm massage to patients as advised by staff.

Patients say, **“How wonderful and relaxing it makes them feel.”** They like the fact that their skin does not feel as dry. Some quite often say, **“Oh I’ve never had a massage before, I should have done it years ago.”**

Volunteer C4 & D7 Annette

Volunteer Quote

“I started when I was 16 and I was not the best communciator, so I had the theory, the dos and don’t’s, but having a more experienced adult to shadow really helped me get a footing in the ward”.

**Investing in Volunteers
Final Report 2021**

NHS Volunteers support Laboratory staff by making up Covid PCR testing kits due to the increased demand.

Right: Ward Volunteers
Norma, John & Maureen



Children's Ward - Over the years the volunteers who come onto the children's ward have been a fantastic asset to have as they have provided some much-needed contact with the families who can sometimes feel isolated being away from home. They are happy to have a chat with the parents and the children and ensure that they have access to refreshments if needed. They are also very good at letting the nursing staff know if there are any problems which they maybe do not want to bother the nurses with. Sometimes it's the small things that make a difference.



We also have many children and families who have chronic and complex health problems and can be in and out of hospital over a long period of time. Our volunteers do become part of the wider team providing support and the families all value the familiar friendly faces.

Kirstine Burns

Senior Charge Nurse – Children's Ward

We all know how to provide feedback when things go wrong, Datix it. Even when we know the purpose of a datix is to improve a system when it is not working, it's still seen as a negative thing to be datix'd. So, staff in our NHS Children's Ward have turned the table on datix and started letting people know (our volunteer Val) when they are awesome through GREATix.



GREATix

"To Val, For going above and beyond to help a patient's mum get her medication. You are always so kind and caring to patients, families and staff on the ward! It's been lovely to have you back!! X"

The Girls Big Cake Sale

The Girls Big Cake Sale, was where two of our youngest “volunteers” Lauren & Faith (both age 7) baked cakes and sold them to their neighbours to raise money for children in hospital. The two little girls raised £18 which they used to buy stickers and colouring books that can be used by kids before they go for a procedure.

“We baked cakes and had to eat some to taste they were ok and we made our own orangeade to sell to the neighbours and our family.”

Quote from the girls

Left to right:

Children’s Ward Staff Fiona Quinn
Nursery Nurse, Lauren & Faith both
age 7 and Deputy Charge Nurse within
the Children’s Ward Sarah Murphy.



A number of gardening projects have sprung up in the last year at Castle Douglas Community Hospital, The Galloway Community Hospital (see **theme 3 Communities** for more details) and planning has commenced for the garden areas at Midpark. Elizabeth and Joe Smith have continued to quietly go about their volunteering role at the Alexandra Unit (B1) this started before the pandemic at the request of staff. The difference they are making for patients and their loved ones is expressed in the quote below.

Family Member Quote:

“The garden areas at the Alexandra Unit are beautiful, so peaceful and private. It is lovely that the volunteers care to do that.”

Midpark Hospital



Investing in Volunteers Presentation to Midpark Hospital Volunteer Alison Gold by Endowments Operational Manager Nick Mitchell. Past and present members of Midpark Hospital gathered with staff for the presentation along with members of Volunteer Steering Group. Alan, Angela & Val pictured above provided a crucial shopping service during the first lockdown for patients who were isolated, with 145 bags of favourite items and treats from the supermarket.

Volunteer Story:

"Initially, I volunteered to help colleagues support patients many of whom were living with dementia. Now, because the client group has changed, we work to support people with a wider range of mental health issues.

I engage with patients in a variety of ways including, on a one-to-one basis or in small groups; we play games (some of which I make up to match the needs of the patients in the group); physical activities; modelling good eating behaviour for patients who struggled with food etc. Most of the time, even when engaged in activities, I listen to patients and do whatever I can to reassure. There is a lot of laughter but also some tears.

My colleagues on Glencairn are brilliant at supporting me as a volunteer. As soon as they can after I arrive, they update me on who is on the ward and what issues, if any, I need to be aware of. This allows me to tailor the input for each individual. They answer my questions and explain terminology where appropriate. I have learned a great deal from them. If I have any concerns about a patient I feed it back to them and they listen to me."

*No one is useless in this world
who lightens the burden of another.
- Charles Dickens -*

On one memorable occasion I spent over two hours with a patient who was thought to be mute and to have significant cognitive issues. By the end of the two hours she was reading the Daily Telegraph and able to give simple answers to questions I asked to check her understanding. Nursing colleagues had seen what I was doing, kept a watching brief but stayed out the way and let me get on with it. I reported what had happened and the following week was told that what I had done had been important for the patient concerned.

Whatever I am able to do on Glencairn Ward I do because I have the support of my ward colleagues. They genuinely see me as part of the team and I know this not just because of how they act and what they say but because they subject me to the same type of banter as they aim at one another.



Glencairn Ward and the people on it are very important to me.

In the past, when people asked me what I do, I used to say I did a bit of volunteering. Now I make a point of telling them I volunteer on a ward in a mental health hospital, it starts a conversation which breaks down barriers.”

Staff Quote:

“Alison has been working within Glencairn Ward and is well and truly embedded into the Glencairn team!

She has supported our team both whilst working within the remit of Intermediate Care at Midpark, and over the last year as we transitioned to the new model of supporting Older Adult Acute care. Like the multidisciplinary team Alison has adapted to the changing functions of the ward and with it the changing needs of our patient group. She has done so with positivity, enthusiasm, care and compassion!

The role of the volunteer within the ward was also noted during the recent Mental Welfare Commission Visit, and reflected within their Annual Report.

“We heard about the involvement of a ward volunteer and had the opportunity to meet with them to discuss this role in more detail.

This role has been developed over the last 18 months and the scope and parameters of the role have been considered and formalised to offer a degree of support and governance to both the individual and the service. The volunteer spends agreed times on the ward offering informal interaction with patients who have either expressed a desire to become involved, or where there is a view that this would be a helpful addition to the existing service. We were told of a number of instances where this role has brought an additional support to individual patients, offering time and interaction outwith, but complementary to, the professional intervention. This is a role which is valued by patients and staff within the service and has potential to be expanded across other wards supported by the framework and experience to date. We look forward to seeing how this develops.”

Claire Gabriel
Senior Charge Nurse – Glencairn Ward

We asked patients and staff to give feedback about Alison the Volunteer at Midpark and how she assists them on the ward.

Staff Feedback From Charge Nurses, Staff Nurses & Health Care Support Workers	
<i>"Patients are more open and prepared to engage with volunteer, as not linked to their care and discussions tend to be generalised. This acts as an enhancement to patients' medical and nursing care."</i>	
<i>"Alison is a huge asset to the ward. She is completely unflappable, takes everything in her stride, and tailors every interaction with patients to their needs, interest and abilities."</i>	
<i>"Good link to what's going on outside the hospital environment, works well particularly with those whose admission has been lengthy."</i>	
<i>"Definitely part of the team! Enhances the patients experiences and recovery journey"</i>	
<i>" Never any issues, friendly, calm whilst promoting lots of social opportunities"</i> <i>" Always gives feedback, or asks if she is not sure about anything"</i>	

Patient Feedback	
<i>"Volunteer is great, good for a blether and a catch up, and she spends time doing activities with us that are fun, which helps pass the time."</i>	<i>"The Best."</i>
<i>"Very friendly, empathises, I feel comfortable around her. She will go out of her way to please me. Helps every patient. Very approachable."</i>	<i>"Lovely, terrific, gets on with everybody, talks and reassures me when I am upset."</i>

What's next for Midpark?

“Currently we are working on revamping our outdoor spaces, which as in previous years, results in lots of activity for the patients, which the volunteer role supports. Potting and watering are great mediums for generating conversation and social activity.

My vision as Senior Charge Nurse is for expanding the volunteer role within Glencairn ward and to look at offering young adults the opportunity to work on the ward. Aiming to explore the provision of social activity in the evening, bringing generations together, breaking down stigmas, supporting shared learning, conversation and social and physical activity.

There are so many benefits for the volunteer within the ward, the wider staff team and most importantly the patients themselves. I would highly recommend this experience to anyone!”

Claire Gabriel

Senior Charge Nurse - Glencairn Ward

The Galloway Community Hospital (GCH)



Investing in Volunteers Award is presented to volunteers from the Galloway Community Hospital by Nick Morris Chair of NHS Board, this was accepted by Volunteer Jo Hilton, Jo will represent NHS volunteers in the West of the Region at the Royal Garden Party at Holyrood Palace on 29th June. Gwen McCulloch Administration Manager for GCH presented the liV Certificate to Hilary Jordan and ward Volunteers from the Galloway Community Hospital, Garden Project and the Vaccination Centre volunteers at Newton Stewart and Waverley Stranraer.

Staff Quotes

"The volunteers within the Galloway Community Hospital have made a welcome come back in recent months. We are still in the process of building up the volunteer team, so far, the patients are enjoying the time the Volunteers spend with them. The volunteers are an asset at the Galloway although only 5 volunteers at present. When the team is fully established they will make a significant difference to the patient experience in the future."

Natalie Adams
Nurse Manager

"I am fairly new in post at the Galloway Community Hospital as Assistant General Manager; I oversee the hospital services as well as medical staffing. From my perspective the volunteers are a fantastic addition to the GCH team, it's great to see the volunteers around the hospital chatting with patients. I look forward to getting to know the volunteers in the coming months and developing the Volunteering Programme with them."

Lottie Myles
Assistant General Manager

2.3 Vaccination Clinics East & West of the Region



The highly valuable role of volunteers in the Vaccination Clinics was initially introduced for the

Autumn Flu Vaccination Programme. However, this developed into a more permanent role with the roll out of CoVid vaccines throughout the region. In the last year 33 NHS volunteers supported 7 Vaccine Centre locations at Castle Douglas, Dalry, Dumfries (Mountainhall), Kirkcudbright, Newton Stewart, Stranraer & Whithorn giving two thousand and thirteen volunteering hours.

The main role is to give a friendly welcome, support attendees with hand hygiene, masks and assist with the management of the flow of patients. Wheelchair assistance is provided if required by trained volunteers.

**Vaccination Clinics
East & West of the region gave
2,135
volunteering hours**



Newton Stewart Vaccine
Centre Volunteers Jennifer
Brodie & Cherie Churchhill
receiving the liV Award on
behalf of their colleagues.

Staff Quote:

"The volunteers have been very supportive within our Vaccination Clinics not only for staff but most importantly to the public attending for vaccines. They greet the patients with a smile and a welcome, offer reassurance and appropriate leaflets. If anyone asks questions the volunteer will seek out a member of staff or will advise the patient to wait until they are with the vaccinator. The volunteers ensure smooth flow of the clinic in the waiting areas."

Shona Gilmour

Charge Nurse Immunisation Team (West)

Volunteer Quote:

"As volunteers we were able to help reduce anxiety for some older people by putting them at ease as many had not been out for many months."

**Volunteer Welcome Guide/
Mountainhall Vaccination
Centre**

Dot McCulloch

Mountainhall Welcome Guides and Mountainhall Vaccination Centre Volunteers are gathered together with staff for the presentation of the Investing in Volunteers Award. Welcome Guides Elizabeth Maxwell (on right) who has volunteered this year for 22 years along with Molly Geddes 10 years (on left) receiving the liV Award from Chief Executive Jeff Ace and Nick Mitchell Endowments Fund.



Elizabeth is one of a group of 15 volunteers attending the Royal Garden Party at Holyrood Palace, Edinburgh on the 29th June 2022 for her service to volunteering with the NHS.

Staff Quote:

"The volunteers are a valued member of the team at Mountainhall Vaccine Centre. At our vaccine clinics the volunteers are often the first faces patients see and on numerous occasions the volunteers have identified when a patient may need extra assistance, offering wheelchair use to those in need or asking one of the nurses to come to assist if they are concerned. There has been many times over the past year when exceptionally large volumes of patients have come through our doors, volunteers have been a pivotal part of smooth and safe flow of patients through our vaccine clinics. We are extremely grateful for the ongoing support and help the volunteers offer the Immunisation Team."

Lorna Jardine

Immunisation Charge Nurse Nithsdale

2.4 Macmillan CISC Volunteers

Prior to the onset of CoVid-19 in March 2020 a well established team of volunteers had supported the Macmillan Cancer Information and Support Centre (CISC) over many years. The absence of their input due to the necessary restrictions was therefore significant over 2020/21. From May 2021 as a result of the gradual relaxation of some Covid restrictions, it was possible for 4 volunteers to return to the service to offer administrative support. This took the form of inputting statistics, making up new patient packs, photocopying leaflets and other similar duties. This assistance was vital for the continued smooth running of the Centre and was a tremendous support, not only to the CISC manager, but to the Cancer Clinical Nurse Specialists in the oncology department.

In total, 6 volunteers have now returned to this adapted role in the CISC, having undergone infection control retraining prior to coming back and further update sessions specific to the Macmillan Centre which were provided by the Centre manager.

CISC played a significant part in the preparation for the Investing in Volunteers final assessment. Volunteer Elinor Gibson & Claire Drummond Centre manager receiving the Award on behalf of the MacMillan CISC volunteers from NHS Chief Executive Jeff Ace.

Our first MacMillan CISC focussed Volunteer Recruitment Event took place in August 2021 with nine potential new volunteers attending. This resulted in 3 new volunteers keen to join the team. In the autumn, they completed the corporate NHS Induction training and plan to start a 6 week training specific to the CISC when the face to face 'drop in' service is re established, hopefully early in the new financial year.

Some more innovative ways of offering support have been provided by the Macmillan CISC volunteers over 2021/22 which have enabled the service to function during a difficult year. A couple have provided online assistance from home, updating some of the written information material held in the Centre. Another has helped to make up patient packs from home, whilst

in November 2021; the CISC manager was accompanied by one of the volunteers to an event which was supporting another cancer group in the community.

It is hoped that 2022/23 will prove to be an exciting time of change and moving forward for both those volunteers who have rejoined the service and for those new ones who will complete their training soon. As well as

having a face to face input with service users again, the assistance of the volunteers with support groups in the community settings will be welcomed as it was before Covid-19.



2.5 Training & Peer-led Dementia Awareness

This section highlights the variety of group and individual training that our NHS volunteers have taken part in. This includes Fast-track Induction Training bi-monthly sessions (6) were delivered in the last year to cope with the interest in volunteering, Infection Control, Refresher Training, MacMillan (CISC), Peer-led Dementia Awareness, Breastfeeding Peer Support, Good Conversations and Wheelchair Assistance training.

662
Training Hours

ScotGEM
Scottish Graduate Entry Medicine



Simulated Patients – ScotGEM - Two of our Welcome Guides took part again in scenarios as Simulated Patients in the ScotGEM programme this year. ScotGEM is the Scottish Graduate Entry Medical School, which is now in its 4th year of teaching, with our first cohort graduating this summer. As part of their training all our student doctors spend a session a week in their first two years in Clinical Interactions Training. The aim of this is to develop their consulting and practical skills. We use simulated consultations with volunteers who play the role of the patient to help build their communication skills. This gives an invaluable opportunity for students to work on their communication skills in a safe environment with feedback from their trainers, peers and simulated patients to enable them to continue to learn.

Staff Quote

“Without the input of the volunteers we would not have been able to run these sessions as effectively and this would have had a detrimental effect on the student's learning. We are therefore very **grateful** to the team for their help and support with this”.

Sara Proudfoot
ScotGEM Year 2 GCM



Peer-led Dementia Awareness Training



A small group of ward volunteers attended a training session given by the Alzheimer Scotland Dementia Consultant at DGRI, Wendy Chambers. It was decided to build on the delivered information with an emphasis on practical ways that volunteers can support people with dementia during their stay in hospital.

Subsequently, a group of four volunteers, together with the Volunteer Coordinator, was convened to plan the peer-led training roll out. We wanted to focus on:

- raising awareness amongst volunteers of the particular challenges experienced by people living with dementia
- increasing the skills, knowledge and confidence of volunteers supporting patients with dementia
- learning from each other
- putting into practice what we discussed during the training session



The proposed training was pertinent to volunteers on all wards as it is estimated that about 50% of patients in DGRI at any one time are living with dementia and they are distributed throughout the wards (source Alzheimer Scotland Consultant). As there had been no face to face dementia training since late 2018, all volunteers would benefit from this training. It was recognised that most volunteers would have some

prior

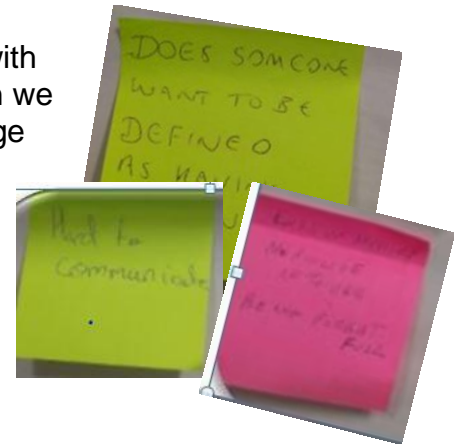
knowledge of dementia, whether in their own families or through their volunteering at the hospital, and therefore could make a valuable contribution to the training sessions.



Two Dementia Awareness Training sessions were held, to accommodate social distancing and availability of volunteers with **25** attending in total. As the participants came into the session we asked them to comment on post-it-notes so that we could gauge their baseline knowledge,

‘What comes to mind when you hear the word dementia?’

- It can affect all ages
- Old age
- Forgetfulness
- Poor communication, separation, distance, frustration
- Loved one’s pain



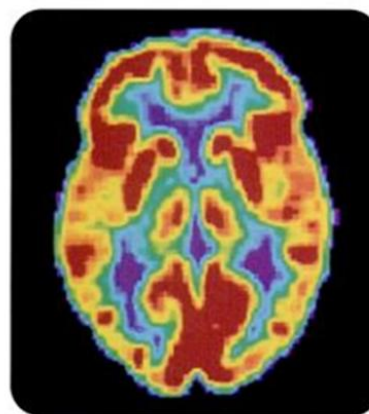
In order that we could answer questions outstanding at the end of the session we asked,

‘What do you want to know?’

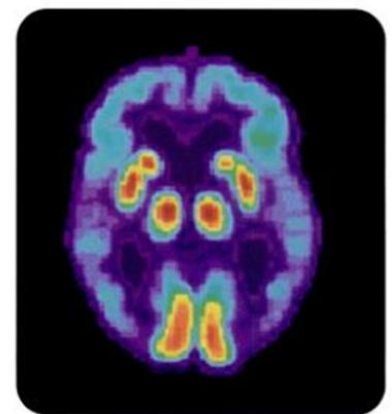
- “How better to support patients with dementia.”
- “Better communication with patients making things a little less scary.”
- “If someone was very confused or upset how would you handle it?”
- “Does a patient with dementia know that they have it?”
- “Useful activities that someone with dementia benefits from.”

The session included:

- Information about the effect of dementia on the brain and how this affects behaviour and cognition
- Reflections on how important it is that the volunteer’s role is inclusive of patients with dementia, to help prevent their dementia worsening while they are in hospital.
- Short videos about how to communicate effectively with someone with dementia, and exercises to reinforce the learning.
- An introduction to the **‘This is Me’** (TiM) poster that is being used on the ward for older people, it is hoped to be rolled out to other wards in the future.
- Time for discussion on particular issues that had been encountered on the wards and how these could be resolved.



PET Scan of Normal Brain



PET Scan of Alzheimer's Disease Brain

At the end of the session we asked the attendees to write on a post card their answers to following question:

‘What two ideas would you like to put into practice in your role as a volunteer?’

- *“Give patients more time to process questions and do not be afraid to provide silence to give them that time.”*
- *“Being respectful at all times and treating each patient as an individual with their own individual needs.”*
- *“I would like to engage in more meaningful conversations and resonate happier memories by following the lead of the patient.”*
- *“Pay more attention to what is in the patient’s room to aid conversation.”*

These postcards were collected and then posted out **[2 months]** later as a reminder to the volunteers.

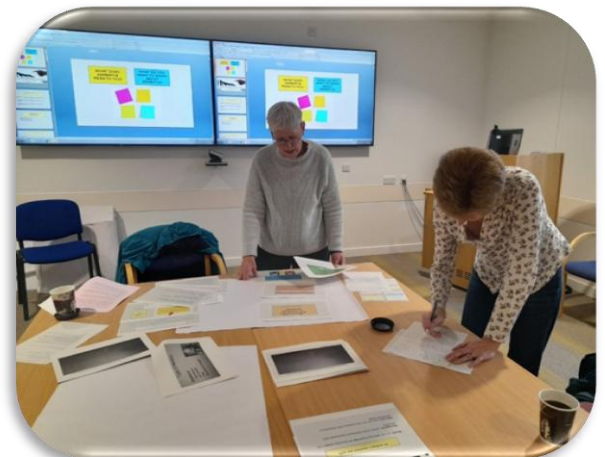
To ascertain whether there were areas that we needed to cover in future training, we also asked, “what one thing we can do to improve this training?”, it might be something you would want to change or an idea for future training:

‘What one thing can we do to improve this training?’

- “I think a follow up training session would be helpful as we could try what we have learned today.”
- “Perhaps there could be an activity where there is a certain situation involving a patient with dementia (a scenario) and we would try to figure out what approach we would take.”

What’s next?

- Deliver a third Dementia Awareness session for ward volunteers who were unable to attend and newly recruited volunteers.
- In response to the feedback we plan to devise further training which builds on the stage 1 Dementia Awareness session. Stage 2 will include:
 - Scenarios, i.e. what would you do in various situations?
 - Meaningful Activities
 - Sensory activities to explore what it feels like to have dementia.



Volunteer Quote:

"It's good to know that families understand and appreciate the work that ward volunteers do. Recently I have had two positive interactions with patients' relatives. The first family came to visit while I was in a patients' room delivering a cup of tea. I mentioned that I had been having a chat with their relative earlier on (which had been a little difficult as I wasn't sure that the patient had been understanding me, although she had stroked my hand and smiled at me). They later approached me while I was having a coffee in the cafe and thanked me for taking the time to be with their relative and explained that she articulated better when she had her teeth in, which was a very helpful piece of information. On a different occasion I was doing the tea and coffee round when some visitors asked me what volunteers did. I told them about welcome guides and ward volunteers and our different roles. They were very appreciative and especially thanked me for taking time to be with their relative and said that it was very reassuring to know that we were keeping the patients company."

Maureen**Volunteer Quote:**

"There was a patient in the ward who had always looked scared when I went in to offer a hot drink and I had to rely on his preferred drink written on the whiteboard in his room to know what he would want. One day I noticed that he had some photos on his table. One of them was of a dog and I said how lovely the dog was and was it his. His face lit up and he talked about the dog with me for a few minutes. From then on he was much more relaxed with me and could tell me what drink he wanted. One evening I was in with him and I saw he had a harmonica on his bedside table. I picked it up and gave it to him and he played me a tune on it! Since then I have seen him have a visit from his dog on a couple of occasions and it's lovely to know that the family, volunteers and staff have been able to find ways of making his stay in hospital less scary."

Maureen

2.6 Celebrating our Volunteers



We take time to celebrate our volunteers past and present.

Last year we had **145** volunteers carrying out a variety of roles from Breastfeeding Peer Support to Community Gardening, a small group virtual volunteers took part by volunteering from home, reading reports and proof reading documents which was invaluable. Many of our longstanding volunteers (**109 in total**) have been unable to return due to CoVid-19, caring for family and other circumstances. We look forward to welcoming them back in the near future. We take time to remember and pay tribute to Jenny (Clark) who died in 2021; Jenny was one of our faithful volunteer Welcome Guides for 9 years and was instrumental in organisation of the open days for recruiting new DGRI volunteers.

Volunteers Week is a national celebration of volunteering throughout the UK. To kick off volunteers week 2021 in Dumfries & Galloway volunteers and staff took part in two Health Walks one at Powfoot the other at Glencaple. In the West of the region volunteers met for afternoon tea at the Cree Bridge House Hotel in Newton Stewart.



On the Powfoot Walk John Ferguson, the walk leader, told us about the UK's Atomic Clock and transmitter station across the Solway Firth at Anthorn. It keeps not only our clocks correct but also our Sat Navs and GPS space satellites correct too. We were able to meet some other volunteers for the first time and it was good to chat with

them, share our experiences and get to know them. The ice cream and coffees etc when we finished were gratefully received - on the hottest day of the year so far, 26C!

Volunteer Quote:

"For Volunteers week we have just finished an interesting, three mile walk around the village of Powfoot, between Dumfries and Annan. With the help of a phone App we were able to identify the bird songs of Garden Warblers, Chiffchaffs, Nut Hatch, and Black Caps."

Celebrating our Volunteers 2021-22



A trip down memory lane

Five volunteers celebrate 22 years of volunteering, (May Fraser, Roz Harradine, Bunty Irons, Rita Jacobs, Elizabeth Maxwell). This is a snapshot of the opening of DGRI (now Mountainhall Treatment Centre) in the year 2000. Elizabeth, Rita & Roz will be present at the Royal Garden Party at Holyrood Palace in recognition of their long service to volunteering.



Volunteers Jennifer Irving and Dot McCulloch. As a thank you for their support with the Fast-track Induction Training including making up over 150 training packs for new volunteers, Dot & Jennifer were presented with certificates by member of staff Arlene Melbourne

Welcome Guide Douglas Kerr



We are proud of Douglas for completing the 93 Islands Challenge of Scotland raising thousands of pounds for charity. Well done.



Newton Stewart Volunteers gather for Afternoon Tea at the Cree Bridge Hotel to Celebrate Volunteers Week 2021

Celebrating our Volunteers 2021-22



Thursday evening
ward volunteers
celebrate
Volunteers Week
with complimentary
coffee and cake in
the Atrium Gardens.



3. Communities

3.1 Nithsdale Community Health Development Volunteers

Nithsdale Community Health Development Volunteers (CHDV) are supported by Nithsdale Public Health Improvement (PHI) Community Development Team. In November 2021 the project moved from North West Resource Centre in Lincluden to their new premises in Lochside. During 2021/22 eight volunteers were active in the community covering two roles:

- CHDV Active Citizens
- CHDV Activity Leader/Facilitators

The role of Active Citizens is to influence delivery of Health and Social Care and other services and policies. Maintaining a Community Development Approach this role empowers local people and communities to influence positive change. The Active Citizen role promotes: social inclusion, equalities, social justice, partnership, participation, self determination and empowerment.



We have had national representation as Community Active Citizens with the Scottish Communities for Health & Wellbeing (schw.co.uk) an organisation which grew out of the Healthy Living Centre Alliance and is dedicated to promoting and delivering Health Improvement and reducing health inequalities in many of Scotland's Communities in most need. Local representation has been through Dumfries & Galloway Community Learning & Development (CLD) Practitioner Community Collective. This is a member led organisation with the aim of supporting community development practice, with links to regional and national community development practice. Due to the pandemic representation both locally and nationally has been on-line. Quotes: Active Citizens

"More personally as a volunteer, I look forward to possibly creating more creative based activities for a variety of people in the future, maybe in differing settings. Looking forward to getting to know Health and Social Care as it's in the context of today and finding where my skills are best suited to help in the future. Helping people be more engaged in shaping their services and getting back out meeting, talking and working with people again."

Stacie

"For me the calls I received during lockdown kept a bit of reality in my life, it was good to hear from someone outside family and friends, I enjoyed having a wee yap and catch up. I loved doing the health in the community training and look forward to facilitating it."

Charly

"My contacts were Carolyn and Sheila (PHI Community Health Development Practitioners) it was good to hear from them always very helpful and supportive during the pandemic always available to chat or offer advice."

Paul

At the start of 2021 many of our CHD volunteers stood down from face to face volunteering due to the pandemic. However, staff continued to engage through digital communication to ensure volunteers felt supported and various volunteers shared their skills including Arts & Crafts workshops and Tai Chi classes on-line.

During lockdown some people felt less confident on their feet and noticed a decline in their mobility. With an increase of broken hips due to falls, it was recognised that many in the community were struggling with the effects of isolating. Our Nithsdale CHD Volunteers were able to provide activities outdoors, one of these being Tai Chi which is a low impact exercise that has a number of health benefits and is ideal for helping ease back into a more active life. The exercises are suitable for anyone with mobility issues and can be done in a seating or standing position.



The role of **Activity Leader/Facilitators** provides targeted support to young people and vulnerable adults who may have long term conditions or dementia, providing assistance, advice or guidance, sharing skills, knowledge and experience in a variety of activities/initiatives in their own community. The role also supports people to engage and participate in activities and initiatives, improve health and well-being outcomes and tackles isolation and low self esteem. Quotes: Activity Leads Tai Chi

“Regular calls from supervisors were a great support to mental wellbeing and as various issues arose over the months, I received practical suggestions too.”

Abby

“Just to say thanks for all the on-line meetings organised during lockdown they were really helpful. Setting up the Wanlockhead Tai Chi class was a bit bumpy but we got there. Keeping us all updated on all the CoVid regulations was really helpful. The Qi gong workshop was fantastic and the venue was first class. I think that your team covered all the points, kept us all well informed and updated during these trying times.”

Josephine

Staff Quote

“Thank you for your work in supporting our community with such dedication which I was able to see in every member of the team and the volunteers working with you. I can confirm that the Tai Chi session is an excellent way to help cope with chronic medical conditions and manage stress. It is very relaxing and I am delighted to have been a part of it yesterday.” 10/8/21

Dr Richard Akintayo

Consultant Rheumatologist

Activity Lead: Art Studio Volunteer Quote

*"We have consistently kept the **Art Studio** sessions going on-line throughout the pandemic. For the first year and a half we were running twice a week Monday and Friday and feedback was that it was quite a stable support when things were changing and emotionally difficult. We hope later to be meeting together again face to face but this too will be a transition and we will need time to adjust.*

*It hasn't always been easy - there has been a lot of learning. Realising the inequality of access to tech, tech quality or tech skills has been a challenge at times. There has been much growth individually both personally in our lives and creatively." **Stacie***



**Activity Lead: Craft Group
Volunteer Quote**

"Pleased to say our Thursday group is going well and everyone is so pleased to get back to some normality especially the ladies who live alone. We are all just doing our own thing ie knitting, crochet, diamond painting, bead work etc. Mostly we are enjoying the company and the chatting with each other."

"Last week we all brought in our wedding photographs so that was really nice for us all to look back and remember lovely times. The other thing is 4 or 5 of us finish off the morning in the lovely cafe, so all in all ITS GREAT TO BE BACK." **Norma**



**Art Studio Participants'
Comments:**

"I've felt lost but having this space to relax in has really helped"

"Just knowing I'm not alone has been a great help"

"For the first time I am looking at maybe making income from my work"

"This has helped my confidence"



**Art Studio Participants'
Comments:**

"It has been a lifeline when everything else felt like it was falling apart"

"It has been so helpful to know there is something consistent in my life"

New NHS Community Development Volunteering role – Digital Champion

CHD volunteers have identified a need, in response to the pandemic, that individuals in Wigtownshire were isolated and digitally excluded either due to lack of devices and internet connection or because they didn't have the necessary skills to go online. Since February 2021, 98 devices/connectivity have been delivered in Wigtownshire and the Stewartry by the Health Improvement Team, through the Connecting Scotland Initiative).

An opportunity to provide a person-centred support to increase people's motivation and confidence in digital skills was explored and a new role description was created to enable recruitment of Digital Champion volunteers which will be piloted in Wigtownshire. The volunteers' role will be to support individuals in the community to use their digital devices safely, confidently and effectively either in a group setting or on a 1 to 1 basis. Their key tasks will be to help people who have devices to do things online eg connecting to the WiFi, using social media, online shopping, sending and replying to emails with attachments, attending a health appointment via video conferencing, (Near Me Initiative)

A Volunteer Story

"The telephone support I personally received was a life saver. My anxiety levels were extremely high. The sense of isolation and hopelessness I experienced was unreal. I managed to try and stay busy and get into a kind of routine but without those calls I really believe my mental health was dropping back into a serious level of depression. I couldn't talk to anyone as I didn't want them to worry on my behalf. I am also responsible for my son who is autistic with significant learning issues too. So, I had to maintain a sense of calm reassurance. Inside I was the painting of the scream!!

I cannot say thank you enough for all the support and checking in.

It was vital to keeping me afloat and still is.

100% gratitude I hope I am going to now help others as we return to some community involvement and engage face to face." **Anne**

Annandale & Eskdale Community Health Development Volunteers (A&E CHDV)

Due to the pandemic the Steps to Excellence training for Annandale & Eskdale which was due to be delivered by volunteer Activity Lead/Facilitators has been put on hold but it is hoped that this will commence in 2022. A&E CHV are supported by Annandale and Eskdale Health Improvement Team.

3.2 Breastfeeding Peer Support



NHS Dumfries and Galloway currently has 16 fully trained volunteer breastfeeding peer supporters. During the CoVid-19 pandemic, these volunteers have made an invaluable contribution to the support of new mothers across our region. Due to CoVid-19 restrictions, the volunteers have



supported mothers remotely via social media platforms. Now that restrictions are being lifted, they will once again be supporting mothers face-to-face in our breastfeeding support groups and also, hopefully, on the postnatal ward at DGRI. This will also give an opportunity for 10 of our inactive volunteers to return to their Breastfeeding Peer Support role.

Research Project - ABA (Assets Based Approach) Feed Trial

Despite the difficulties caused by the pandemic, our Peer Support Coordinators have provided additional training for 6 of our active volunteers to become Infant Feeding Helpers (including 3 newly recruited volunteers) to be working as part of a UK wide randomised-controlled research trial of infant feeding support. This trial is called the ABA-Feed Trial (aba-feed.org). It is running in sites across the UK. Dumfries and Galloway is one of 3 sites in Scotland and we feel very lucky to have been chosen to be a part of this research. The study offers additional support around infant feeding, from trained volunteers, to women expecting their first baby. Having your first baby is an exciting time, but can also be stressful for new parents. Our volunteers are offering extra mum-to-mum support, to build mothers' confidence in caring for their new baby. Recently, one of our trained Infant Feeding Helpers was able to refer a new mother experiencing some breastfeeding challenges for additional support with feeding. This has resulted in her being able to overcome her early challenges and to achieve her wish to breastfeed her baby. She is reported to be "delighted" with this outcome.



Eithne Clark (Infant Feeding Co-ordinator)

3.3 Community Garden, Galloway Community Hospital, Stranraer

Community Gardening throughout Scotland is providing many health benefits to those who give of their time volunteering from connecting people to each other to growing flowers and produce for others to enjoy. Our group at the Galloway Community Hospital consists of volunteers from the Stranraer area and we meet at the Community Garden every



Monday afternoon and also have other sessions as and when needed. The role of the Volunteer Gardener is to enhance the community garden as part of a team. Volunteers are encouraged to bring their ideas to the garden project making it a welcoming and safe space for all.

We are very fortunate to have full use of the facilities including a greenhouse, poly-tunnel and several raised beds. The garden is a lovely peaceful place and once you are through the gate the hospital is hidden from view – making it an ideal place for quiet reflection for staff, patients and their families. As a group we grow many different fruits and vegetables as well as bringing on plants for distribution around various flower beds and parks around the town, therefore taking the fruits of our labour to the wider community

“Meeting at the Community Garden really helps my mental health and wellbeing as I feel very relaxed and comfortable in the presence of the other people who attend.” Wilma (Volunteer)

We welcome visitors to the garden however, unfortunately, the access is not suitable for wheelchairs and the paths are very uneven, making it inaccessible for many people – especially the people who need it most.



We would like to develop the gardens and have it as a place where EVERYONE can enjoy sitting or helping out weeding, and planting of course, having a chat and a laugh with others if they want it.

Quotes

“Good exercise and particularly helps me to stay mobile and spend time out in the fresh air, in great company. It also gives me opportunity to grow and taste something new. Sharing and eating or cooking our own freshly grown produce is a delicious bonus.” **Sue**

“Garden sessions are great you always feel better afterwards. Love being out in the fresh air also having chats with the others. Highly recommend it.”

Jessie

“I enjoy the company and always feel better after one of our gardening sessions. We have great chats and gentle exercise whilst also learning more about growing fruit and vegetables.” **Anne**

What's Next 2022/2023

The Volunteering priorities for 2022/2023 will be to:

- 1) Draft a new Volunteering Vision & Strategy in line with the new National Volunteering Programme with NHS Scotland.
- 2) Implement the national on-line application process
- 3) Continue to ensure volunteers are representative of the population of Dumfries & Galloway demographics, with the need to focus on recruitment from SIMD areas in the region.
- 4) The roll out of the Peer-led Dementia Awareness training to new and active volunteers.

thank
♥ you

Closing Remarks and Thank You



Joan Pollard
Director of Allied
Health Professions
& Strategic Lead
for Volunteering

Every time I read through the Volunteering Annual Report I am both amazed and humbled; this year is no exception. The report brings to life the vitality of our Volunteering Programme and the work of and with our volunteers this year.

It has for the NHS, and everyone, been a difficult year but I have enjoyed reading these volunteer stories and being reminded of the impact that our volunteers have had on those individuals within our care, our staff, but equally importantly the volunteers themselves. As a group of people who support the NHS our volunteers have quite simply improved lives, and for many of our younger volunteers in the process made a difference to their own life choices and opportunities.

Renewing our Investing in Volunteers Award in December 21, despite the pandemic, is testament to the ongoing work in Dumfries and Galloway and the ever developing breadth of volunteering roles shows a real commitment to so many different areas of care. I look forward to working with everyone as we take forwards the refresh of our volunteering strategy over the next year. It is exciting to wonder where we will be in a year's time.

In preparing to write these closing remarks I had shared the report with the Director of Nursing and we would both like to take this opportunity to thank our volunteers for their continued commitment and energy and for their dedication, imagination and resourcefulness in continuing their support during the CoVID pandemic. Thanks must also be given to Margaret McGrogan, our Volunteer Co-ordinator, for supporting them throughout the year.

There are also a few others to mention:

- Andrew Deas Principal Information Analyst, Local Intelligence Support Team (LIST), Public Health Scotland has produced all the statistics and graphs for this Report.
- NHS Dumfries and Galloway Volunteer Steering Group members and staff in particular volunteers Irene Henry, Bill Rogerson, Dot McCulloch, John Colvin and Susan Mowat who assisted with the text and proof reading. Irene has also collated volunteering hours and stats for Scottish Government every month throughout the last year.
- Arlene Melbourne Executive Assistant to the Workforce Director for processing Disclosures and PVG's for all new volunteers.
- Staff from local and national offices of 'Healthcare Improvement Scotland – Community Engagement'.
- NHS Patient Services staff team especially, Kimberly, Agnes & Nicola.

Last but not least the NHS Board would like to thank the Dumfries and Galloway Health Board Endowment Fund for generously supporting the Volunteering Programme financially and committing to this over a five year period.

