



Q-Volunteering at YAS

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Q-Volunteering Phase 1



- Phase 1 outcomes:
 1. How do we mobilise volunteers within third party organisations?
 2. How do we support volunteers to develop patient advocacy?
 3. What do we need to do within our own organisation to help volunteering flourish?



Core to our Strategy & Values



Patients and communities experience fully joined-up care responsive to their needs

Our people feel empowered, valued and engaged to perform at their best

Our Ambitions for 2023

We achieve excellence in everything we do

We use resources wisely to invest in and sustain services

Our Key Priorities

- 1 Deliver the best possible response for each patient, first time.
- 2 Attract, develop and retain a highly skilled, engaged and diverse workforce.
- 3 Equip our people with the best tools, technology and environment to support excellent outcomes.
- 4 Embed an ethos of continuous improvement and innovation, that has the voice of patients, communities and our people at its heart.
- 5 Be a respected and influential system partner, nationally, regionally and at place.
- 6 Create a safe and high performing organisation based on openness, ownership and accountability.
- 7 Generate resources to support patient care and the delivery of our long-term plans, by being as efficient as we can be and maximising opportunities for new funding.
- 8 Develop public and community engagement to promote YAS as a community partner; supporting education, employment and community safety.



Q-Volunteering Phase 2



Objectives	Outcomes
Explore the role and development of volunteering in YAS	Conference held with YAS, wider NHS and 3 rd sector partners
	Report produced: Transforming YAS's role in communities through volunteering
Explore developing a joint YAS / VCS Directory of Services	Funding secured for pilot project in Bradford from March 2019
Develop a new YAS Patient Advocate role	Role in development to be piloted in Spring.



Volunteer Patient Advocate



- What is a Patient Advocate?

Patient Advocates are volunteers who are willing to give their time to speak to patients with long term or complex medical needs to complete a health care plan. In the event of a medical emergency patients and carers are better equipped to liaise with YAS Colleagues.

- Patient Advocates will:
 - Work within their communities to complete Patient Health Care Plans – directly with patients.
 - Promote the use of the Patient Health Care Plans with local third sector organisations.
 - Work with local organisations to enable patients to complete Patient Health Care Plans.
 - Promote wider health care messages.



Volunteer Patient Advocate



- Successfully recruited 18 committed volunteers to date
- Training to commence in New Year
- Pilot go live in spring – volunteers working with patients in the community
- Development of an external partnership with The Oak Alliance – to pilot the role externally.
- Developing a consensus around a multi-agency patient centric health care plan





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