



North West
Ambulance Service
NHS Trust



Our Q Volunteer journey...

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“It is important for all working in health and care to truly understand those in society who make frequent calls on our services; not just because they have unmet need, but because they are frequently misjudged and misrepresented by those same professionals”

Professor Keith Willett CBE
Director for Acute Care
NHS England

Q Volunteer Aims

- Improve outcomes for all, whilst reduce demands on public services
- Bring in additional resources and experience
- Empower individuals and communities
- Grow citizen participation, support inclusion and foster cohesion
- Support people-centred models in health, and better wellbeing outcomes
- 5 year forward plan and involvement of volunteers



King's Fund: 24 million people would consider
volunteering in health & social care

Phase 1

- Executive board buy in with vision to extend volunteer opportunities within the Trust
- Working group established
- Identified cohort – frequent callers
- Explored pre-existing volunteer models
- Patient/volunteer engagement
- Processes/paperwork
- Volunteer recruitment/forum

Phase 1 learning

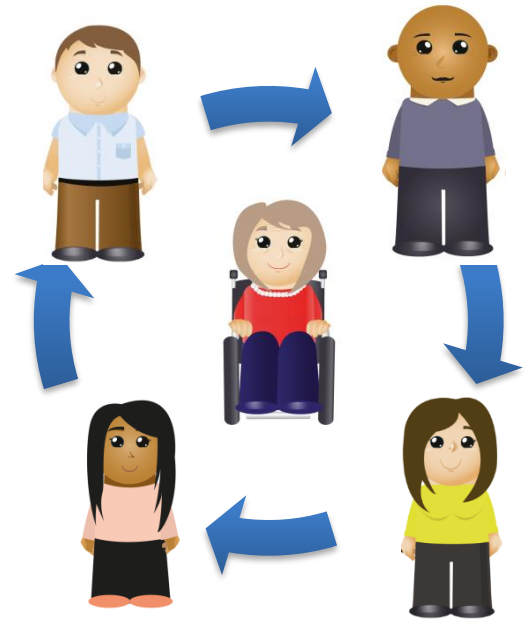
- Operational demands and time
- No dedicated volunteer role existed – HR processes
- Successful forum
- Robust mechanisms needed
- Small scale implementation – key learning
- Sharing through Commissioning Academy – key contributor
- Shared experiences at NHS Expo 2017

Phase 2

- Recruitment of 'Q volunteer service co-ordinator'
- Q Volunteer recruitment/selection-different approach
- Training package
- Engaged with community services
- Evaluation – volunteer and patient perspective
- Monitoring and support

Phase 2 learning..so far

- No defined role
- Q Volunteer service co-ordinator in post
- Operational pressures / demands
- Patient engagement/dependency
- Volunteer - boundaries
- Volunteer retention/interest
- Duplication of work & services
- Greater Manchester Model: Further, Faster –
- Post phase 2 funding



1 million Over 1 million older people say they are always or often feel lonely

People with a high degree of loneliness are twice as likely to develop Alzheimer's as people with a low degree of loneliness **2x**

Loneliness can be as harmful for our health as smoking 15 cigarettes a day

Nearly half (49%) of all people aged 75 and over live alone

9% of older people feel trapped in their own home

MOST OF MY PATIENTS
DON'T NEED A PILL,
THEY NEED A LIFESTYLE
CHANGE.

- DR RANGAN CHATTERJEE

#DOCTORINTHEHOUSE

Any questions?