

# IMPROVE TRAINING FOR VOLUNTEERS

Supporting our patients and staff

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- Voluntary Services Team



## 1. Our Aim

To increase the compliance of volunteers' core training to 75% by January 2019.

## 2. Background

It is important that our volunteers have access to appropriate core training to ensure they are both competent and safe whilst undertaking their voluntary duties at our hospitals. Historically the compliance of core training for volunteers has been low. Three main drivers for this have been poor quality of data, limited training platforms & low motivation from some of the volunteers.



## 3. PDSA Cycle

### PDSA Cycle 1

Established baseline data and then worked with members of the Training Records and HR teams to analyse data, entered relevant updates and amended reporting criteria to exclude chaplaincy volunteers (outside of this project's scope).

### PDSA Cycle 2

Talked to volunteers about content of training and the relevance to their roles, length of time of the training sessions and a variety of platforms available to them to receive annual training updates.

### PDSA Cycle 3

In conjunction with the Learning & Development team a new and bespoke training package has been written for volunteers. Volunteers tested the package and were surveyed for their feedback and input before finalising the package.

## 4. Progress

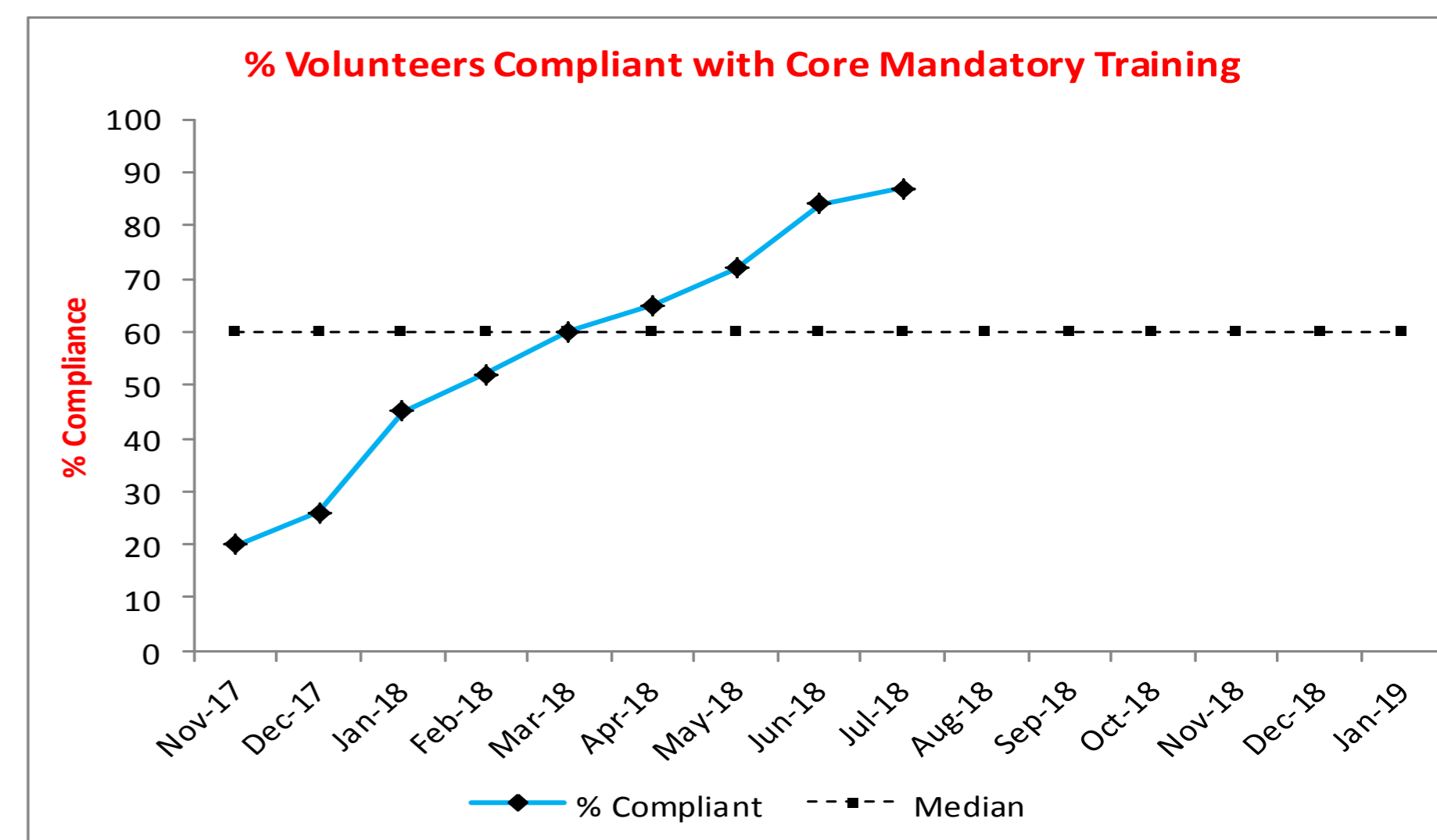
### Volunteer's core training survey

5 = Strongly Agree 4 = Agree 3 = Neither 2 = Disagree 1 = Strongly Disagree

| Question   | 5                | 4 | 3 | 2 | 1 |
|--|------------------|---|---|---|---|
| 1 The content of the training is relevant to my role as a volunteer? | 7                | 9 |   |   |   |
| 2 The training allows me to safely carry out my role as a volunteer? | 9                | 7 |   |   |   |
| 3 I know how to call for help in an emergency?                       | 12               | 4 |   |   |   |
| 4 It was easy to navigate my way through the training?               | 5                | 7 | 2 | 2 |   |
| 5 The test questions were relevant to the training package?          | 5                | 6 |   | 4 |   |
| 6 Please state how long it took you to complete the training.        | 45 mins average* |   |   |   |   |
| 7 Suggestions/Comments/General observations                          |                  |   |   |   |   |

\*ranged between 25 to 90 mins.

| Name | Signature | Completion Date |
|------|-----------|-----------------|
|      |           |                 |



## 5. Feedback Findings

- Data was inaccurate and out of date
- Some volunteers lacked the motivation to complete training due to lengthy training sessions
- Volunteers told us they wanted to access their training via handheld devices
- Volunteers still want the ability to attend face to face training sessions
- Volunteers would like their training to be relevant to their role as a volunteer

## Things to be considered for the future

- Regularly check quality of the data
- Proactive management of compliance
- Encourage volunteers to use E-learning
- Continual review of the content of the training for volunteers
- Regular request for feedback from volunteers
- Ensure face to face sessions remain available for those volunteers who cannot access electronic training

## 6. Next Steps

- Regular reporting
- Maintain management of compliance
- Liaise with Learning and Development and Training Records teams to ensure content remains current and the quality data remains high