

Supporting your CCG volunteer

A guide for staff V1.2

Thank you for getting involved in the CCG volunteer programme. We believe that the programme really helps to put patients at the heart of the decision making process. You can read more about the programme here: <https://www.leedsccg.nhs.uk/get-involved/ccg-volunteer/>

As the project lead you will manage the CCG volunteer. The engagement team will also support you and the volunteer by providing regular training, support and mentoring. This aide-memoire will help you support the volunteer on your project.

Speak to your engagement lead if you want any more information or support with the programme

Here's a little reminder of the CCG volunteer role:

It **isn't** to:

- Promote a personal campaign
- Share personal experiences
- Criticise existing services/processes

It **is** to:

- Contribute to improving services
- Ensure that we consider feedback from patients
- Be open-minded
- Reflect the health needs of the whole population
- Share the responsibility for difficult decisions
- Focus on improving patient experience
- Support the engagement



To make sure that you both get the most out of the programme we would ask you to:

- **Communicate regularly with your volunteer.**

This might involve:

- Sending paper copies of minutes one week before each meeting
- Sharing papers that might be relevant to their engagement role (research etc)
- Identify opportunities for volunteers to learn more about the projects (events)
- Explaining to volunteers why there is a lull or break in the project

- **Make sure your volunteer has the information they need to champion the voice of the wider community.**

We don't want people to rely on assumptions and stereotypes so make sure that your volunteer has information on what people are telling us. This might include:

- Patient experience data
- Feedback from engagement (local and national)

- **Offer your volunteer a 15 minute pre-meet before each meeting.**

This will depend on the confidence of your volunteer. It's a great opportunity to go through the agenda and answer questions the volunteer might have about the project

- **Encourage your volunteer to write a blog about the project.**

This is a great way to promote your project and share how you are involving patients.

- **Give your volunteer an expenses form at every meeting.**

We encourage our volunteers to claim expenses. There is a copy of the form on the website here - <https://www.leedscg.nhs.uk/content/uploads/2018/11/Service-User-Carer-and-Volunteer-Expenses-Claim-Form-V1.6-May-2018.pdf> - but it is good practice to bring a paper copy to each meeting. You will need a small budget for expenses and training/development. We suggest approx. £750 p year.

- **Encourage your volunteer to access the support available.**

We offer regular training and mentoring to volunteers.

- **Offer to involve your volunteer in different parts of the work.**

CCG volunteers might like to get involved in:

- Writing the questions for surveys and attending engagement events and activities
- Helping to make sure patient feedback is used to develop the service specification
- Sitting on the procurement panel

- **Show that you value them.**

Make them welcome, make them a drink (maybe even offer a biscuit!) and thank them.

- **Show them that you are listening and responding.**

Volunteers do not expect you to solve every problem but they do expect you to tell them why you can't.

- **Understand that they are not professionals.**

Avoid jargon and outline the meeting aim before you start each meeting.

- **Make your meeting accessible.**

Consider the time/days you hold your meetings

- **Ask your volunteer to write a bi-monthly CCG volunteer report**

This report outlines how your volunteer has been involved and is added to our website. You can see an example here:

https://www.leedscg.nhs.uk/content/uploads/2018/05/CCG_vol_report_2019_02.pdf