



**Friends of  
Moorfields  
Eye Hospital**



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### Volunteers at Moorfields

- We currently have 130 volunteers coming to City Road to assist patients and staff. They provide approx. 565hrs per week support
- We have 57 volunteers based at one or other of the Network Sites, they provide around 200 hours per week

<u>Network Site</u>	<u>Number of Volunteers</u>
Bedford	6
Brent Cross	8
Croydon	12
Ealing	8
Mile End	Currently Recruiting
Northwick Park	10
Potters Bar	3
St Ann's	4
St George's	6

- We have 30 volunteers providing telephone support and calling an average of 150 patients every day to remind them about their appointment, assist with directions and other queries; and explain about the safety measures Moorfields has in place for their visit
- In total our volunteers provide the equivalent of 22 full time staff posts. If these volunteers were paid the lowest NHS 'Agenda for Change' pay band of £11.50p/h (including high-cost area allowance) it would be a cost of £588,783pa including NI and pension costs!
- In the past 2 months 4 Volunteers have left to take up paid roles at Moorfields, 2 have become Friends Staff and 1 has joined the London

Ambulance Service. A further 5 volunteers have gained paid employment elsewhere.

- 17 new volunteers have started with us since March
- We have 60 active volunteer applications working through the recruitment process. We estimate that around 30% of will drop out.
- We use a 'clicker' system to monitor the number of patients asking the floor marshals for directions or help. The teams continue to help approx. 750 patients each day.

## **Volunteer Roles**

We currently provide volunteers in the following roles on site at City Road, Northwick Park, Ealing, Croydon, St George's, St Ann's, and Bedford:

- **Queue Management:** Until very recently patients were queueing outside the entrance; volunteers helped by asking people who arrived too early to leave the queue and return 15mins before their appointment time. They also advised relatives that they cannot accompany the patients into the hospital unless absolutely necessary
- **'Meet and Greet' at the front entrances:** This is a very busy and active role as every patient is greeted upon arrival, asked certain questions, and handed a face mask. As well as the main entrance at City Road, we also do this at RDCEC, Cayton Street, and Hoxton.
- **Supporting with way finding:** Moorfields has now removed the one way system at City Road, however volunteers are still needed to help patients find their way around. This is a very interesting and busy role with plenty of patient engagement.
- **Clinic Support:** Volunteers help in clinics with queue management and supporting patients in the waiting area.

We provide the following additional roles at City Road only:

- **Support in Wards and handholding:** Volunteers are available in the wards to talk to and reassure anxious patients and to accompany them to theatre if needed. We have recently also started this service in Bedford, St George's, and Croydon.
- **Support for Pharmacy:** Volunteers meet and greet pharmacy patients and help with queue management and space management within the pharmacy area. They also take prescriptions/medication to and from the wards

- **Pharmacy helpline:** Volunteers have been specially trained to answer the helpline phone and introduce themselves and the department. They establish the identity of the enquirer, and whether they are an MEH patient. They ensure patient identifiers are recorded and identify what information is required to understand query. They document why the information is needed (what is the problem?) and agree a timescale for the response (establish urgency)
- **A&E Admin Support:** Assisting the A&E team with various tasks
- **Digital Inclusion Team:** supporting patients to access Virtual clinics
- **Health Information Hub:** The Hub is managed by two paid staff members, but they are supported by a team of volunteers who are patients themselves and are able to offer 'peer to peer' support.
- **Chaperone Service:** Where patients are particularly anxious, or have additional support needs we can arrange for a volunteer to meet them upon arrival and stay with them throughout their visit. This is usually organised through PALS.
- **'Peer to Peer' Support** We run a 'buddy' service where patients who have recently been told they will lose an eye are matched with someone who has lived with a prosthetic eye for some time. This is run in partnership with the Counselling Service. We have recently extended this to provide support for people who need to have a cornea graft, again matching them with people who have had a successful graft.
- **Helping at the Friends Shop:** It is very important to ensure customers use the hand sanitiser before entering the Shop. Volunteers help encourage this, as well as helping with serving customers, pricing and stock control.

### **Hand Holding in Theatres**

So far around 300 patients have been supported by a hand holder during their procedure. Please see additional report about the evaluation of this project.

Here is just some of the feedback we have received:

“You could not find another hand holder as kind, warm hearted, cheerful, and professional, superbly comforting as Brenda. God Bless her and all your

wonderful charity angels with love, good health and peace of mind. Always with my deepest appreciation.”

“So grateful to Linda, thank you very much. It was good to have a hand to hold. Very good!”

“The Volunteer was amazing, couldn't have done it without her. Ayenne was just lovely and brought sunshine to the waiting room.”

### **Volunteer to Career Project:**

We have been awarded £25K from NHS Health Education England for a project called ‘Volunteer to Career’ which is to support volunteers considering a career in the NHS.

We have selected the volunteers who will take part in this project and are working with the trust to find placements for them. We have had a fantastic response from the clinicians, with 50 people completing a survey for us and 12 offering to actively support the project by providing placements and mentoring.

We are also working closely with the Trust’s Workforce and Apprenticeship teams to ensure that there are real job opportunities for these volunteers who go through the programme.

### **Feedback from volunteers’ experience at Moorfields Eye Hospital:**

“This is the best decision I ever made. Helping people and giving back to the community is something everyone should do. For me it made me the person I am today. More responsible, confident and caring.”

“It is so rewarding to be able to help patients who feel anxious about coming to hospital, whether it is help them find their clinic, or hold their hand in an operation. I remember how alone and anxious I felt, so being able to support someone makes the world a little smaller and happier.”

“I love being part of the Friends of Moorfield's volunteering team. It means the world to me to be able to help patients and staff alike. Also, I have loved speaking to and reassuring so many patients during the pandemic. Moorfields is a wonderful hospital, and it is an honour to be a small part of it.”

“I love my voluntary role at Moorfields Potters Bar. It is a small and friendly unit and the patients and staff are always so grateful which in itself is very rewarding. It is interesting to chat to so many different people and I always come away very happy in the knowledge that I have spent a fulfilling few hours as a volunteer.”