

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Date: 31/07/2013

FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/011518

With reference to your FOI request that was received on 16/07/2013 in connection with 'Do non-clinical staff carry out voluntary work on wards'.

Your request for information has now been considered and the information requested is enclosed.

Further information about your rights is also available from the Information Commissioner at:

Information Commissioner

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113
Fax: 01625 524510
www.ico.gov.uk

Yours sincerely

Information Governance Manager
Room 34a, First Floor, Esk House, Russells Hall Hospital, Dudley, DY1 2HQ
Email: FOI@dgh.nhs.uk

Please can you tell me whether the hospital trust has any scheme or policy where by non-clinical staff are encouraged to carry out voluntary work on wards to assist with nursing duties.

If yes to question 1 please provide further details such as

- a)when the policy was introduced
- b)which employees are encouraged to partake
- c)which wards it applies to
- d)theirs pecific duties

In October 2010 the Trust began an initiative for non clinical senior staff to carry out voluntary work with frontline staff in a series of 'back to the floor' sessions. In order to understand more about what happens on the 'shop floor', members of the Trust Board shadow or work along side clinical staff who are going about their daily work. Chief Executive Paula Clark began the back to the floor initiative by spending half a day as a cleanliness support worker on our vascular ward. She has since gone back to the floor on numerous occasions working on other wards and has also spent time alongside our Trust Chaplain during his ward rounds.

Director of Operations Richard Beeken observed Consultant Breast Surgeon Mrs Amtul Carmichael perform a mastectomy operation in the Day Case theatres to gain an insight in to her role. After completing a one-day food handling course, Richard also served patients their lunchtime meals to understand how their nutritional needs are catered for. Director of Nursing Denise McMahon shadowed a porter in the Emergency Department and carries out regular shifts on the wards and Director of Finance

Paul Assinder went ' back to the floor' with a hospital security guard.

Between them, Paula and Chairman John Edwards have carried out some 30 scheduled visits to areas of the Trust since January 2013 and many more unscheduled visits. During June 2013, directors and non executive directors celebrated Volunteers Week by working as hospital volunteers carrying out such tasks as replenishing patients' water jugs; working on main reception at Russells Hall Hospital and answering patient and visitor queries and helping to give out books and magazines to patients from our library trolley.