



Volunteer Review

15 questionnaires were completed & returned. Initially it was sent via email which didn't receive much response, hardcopies were then posted which proved to be more useful in getting returns.

The questionnaire is the first to be done by Healthwatch, and was seen as an opportunity to gather views ahead of the Volunteer thank you lunch. The questionnaire was intentionally designed to enable volunteers to give their views on topics as opposed to a pre-determined rating scale.

The positive aspects of volunteering for Healthwatch were as follows:

- Feeling of contributing to an important aspect of society
- Using skills & applying them to new situations
- Meeting new people & engaging with a wide range of people
- Learning new things
- Support & communication given to me as a Healthwatch volunteer
- Being useful & effective to try & improve caring facilities
- Improving self-respect as one of society's 'vulnerable' people
- Being 'out there' offering services to the community
- Good team
- Clear communication
- Enjoyable, being part of a lovely team
- Feeling useful & pro-active trying to improve healthcare system (three)
- Freedom of being able to choose which events I attend & not a regular commitment to a particular path.

Frustrations which were expressed:

- DBS checks taking a long time
- At times feeling a bit distant to the organisation (not knowing about current projects)
- Not understanding what is involved or the help that can be given to projects.

Volunteer recruitment and training were highly praised and valued, these were regarded as positive aspects of volunteering for Healthwatch.

A couple of points were raised with regards to how improvements could be made in supporting volunteers, these were:

- making powerpoint training or presentations available would be appreciated, especially if someone hasn't been able to attend
- an opportunity to meet other volunteers before actually working with them would be appreciated as it was stated to be a little daunting working closely with someone whom you've not met before.

Half of the respondents stated that they would be interested in a quarterly coffee morning and felt that the opportunity to meet other volunteers and staff would be useful and beneficial.

Six people had heard about volunteering opportunities through articles in parish/community newsletters. Others were from the Healthwatch website, PPG meeting & through previous work roles.

The professionalism of staff and the organisation was given specific feedback. Overall where volunteers have had the opportunity to be involved in projects and Enter & View they have had a positive experience.