

CASE STUDY

CHESTERFIELD ROYAL HOSPITAL NHS FOUNDATION TRUST

Overview

Volunteers from St John Ambulance are in Derbyshire are being deployed on the frontline in the fight against COVID-19, providing patient care and support at Chesterfield Royal Hospital both within their Red (COVID-positive) and Green (COVID not suspected) Emergency Department Zones.

Since the outbreak of the virus in the UK, the national health and first aid charity has backed up the NHS by providing ambulance crews across the country, as well as highly trained volunteers to work in hospitals up and down the land, including the NHS Nightingale Hospital in London.

Now, St John is working in partnership with Chesterfield Royal Hospital NHS Trust, providing volunteers to support clinical teams at the hospital as well as working side by side with doctors and HCP staff at the hospital.

The experienced first aiders will work under the supervision of nursing staff at the hospitals' emergency departments and associated wards. Their role will be like that performed by healthcare assistants in a hospital setting and will include routine work such as assisting patients with eating and drinking, patient hygiene, taking and noting observations, and general care and cleaning.



What have people said?

Claire Lambie-Fryer, Head of Operations at Chesterfield Hospital said “[We are] Delighted to the way we have started off in the hospital and with what [she] has seen and heard. [She] is more than happy with the partnership with St John and the NHS.” In fact, Claire has indicated that she is keen to build on the relationship between the hospital and St John, with a view to forging a long term relationship beyond COVID-19 which might see St John volunteers involved with their A&E department in the future.

The Lead Nurse from both wards has also said “The volunteers have been brilliant and [they] cannot thank the volunteers enough for their help and support it really has made a massive difference to the teams.”

Another healthcare professional leading the ED Green Zone said “Everyone has settled in so well and we are now like one big family. Nothing is a problem to the volunteers and they just want to get stuck in which is brilliant.”

Patients' feedback has also been great with some patients going out of their way to come and thank us after they have been discharged from hospital. One patient even waited 20 minutes to thank one of the volunteers, who was busy at the time of their discharge so they waited until the volunteer became free to thank them in person.

**Marc Pauselli, District Events Officer
St John Ambulance, East Midlands**

NHS

**Chesterfield
Royal Hospital**
NHS Foundation Trust