

# **CASE STUDY**

## **LEWISHAM AND GREENWICH NHS TRUST**

### **Overview**

St John Ambulance and Lewisham and Greenwich NHS Trust developed a partnership to develop a volunteering model which placed SJA trained volunteers into the hospital site to support with several identified areas.

The aim of this project was to alleviate the pressure and demands of the system. The NHS Long Term Plan recognises the key role that volunteers already play within the NHS and St John Ambulance are committed to increasing volunteering in health services in across all areas of England.

Our St John Ambulance **Volunteers worked effectively alongside frontline staff**, giving time to care, helping to improve the patient experience, to deliver better long-term outcomes, and support families and carers in ways and in settings that paid staff cannot always do.



### **Feedback from the Hospital Trust**

It's been fantastic growing a new partnership between Lewisham and Greenwich NHS Trust and St John Ambulance, this is something really positive that has come out of the COVID-19 pandemic. The St John Ambulance volunteers came prepared with a bespoke care module which has prepared them for working in a different clinical environment.

We have supported the volunteers with a localised induction for those who have joined our team at Lewisham and Greenwich NHS Trust, and everyone has fitted in really well. It feels like they have been part of the team much longer than they have.

The St John Ambulance volunteers are working in all areas of our Emergency Department apart from our Red Resus supporting staff and patients. Our patients have given nothing but praise to the St John Ambulance volunteers.

These volunteers are doing a variety of tasks such as helping Clinicians in Streaming patients, supporting with clinical tasks in our Green Resus. Volunteers have been providing reassurance to our patients who are anxious at this time being in a Hospital without any friends or family.

The volunteers we have seen have can do attitude, we have seen them offer to support other clinical areas with other clinical staff to support shortages across the hospital.

This partnership has provided St John Ambulance volunteers with the opportunity to learn and develop when we return to business as usual, they can use the skills, knowledge and experience to support them when they cover events.

**Peter J Hollely, Advanced Clinical Practitioner in Emergency Medicine  
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