



**Friends of
Moorfields
Eye Hospital**



Chief Executive Report



Friends of
Moorfields
Eye Hospital





The Friends is a thriving, active member-led charity that has been supporting staff and patients at Moorfields Eye Hospital for over 60 years!



Moorfields Motivation:
“People’s Sight Matters”

and Values:
**“Equity, Excellence and
Kindness at the forefront of
eye care”**

Our Vision:
**“That everyone who comes to
Moorfields for whatever
reason has the best possible
experience”**

Our Strategic Objectives 2022 – 2027

1. To Provide an Effective, Efficient and Diverse Volunteer Service
2. To Support MEH in the delivery of Patient Information, Engagement and Education
3. To Support Staff and Volunteer Wellbeing (MEH and Friends)
4. To Remain a Sustainable and Respected Organisation.



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To Provide an Effective, Efficient and Diverse Volunteer Service

This is our primary objective, and the area that we allocate most of our resources to.

Effective: To ensure that the roles the volunteers are undertaking are needed and wanted by the trust, and that they have the necessary skills to take on these tasks.

Efficient: To ensure that we make the best possible use of the volunteers' time and place the right people in the right roles.

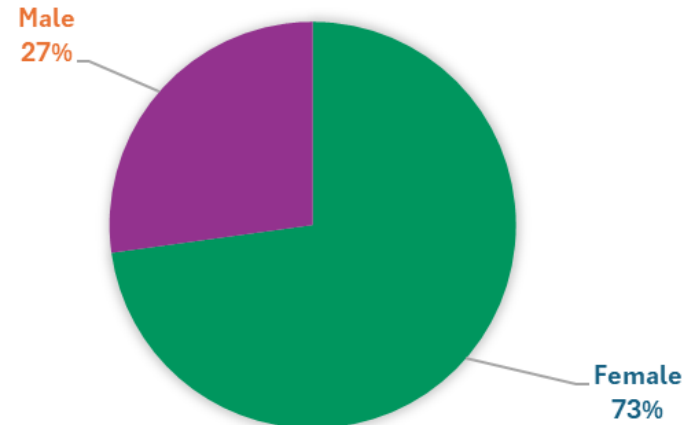
Diverse: To promote equal opportunities for all and to ensure that the volunteer team is truly reflective of the patients and staff at Moorfields in terms of age, gender, ethnicity, religion, and sexuality.



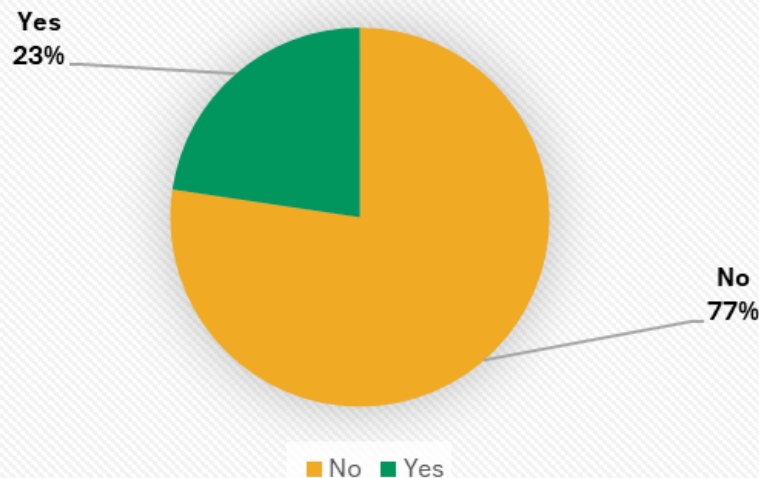
In total our 340 volunteers provide the equivalent of 29.5 full time staff posts. If these volunteers were paid the lowest NHS 'Agenda for Change' pay band of £14.07p/h (including high-cost area allowance) it would be a cost of over £1million pa including NI and pension costs!

A Diverse Volunteer Service:

GENDER



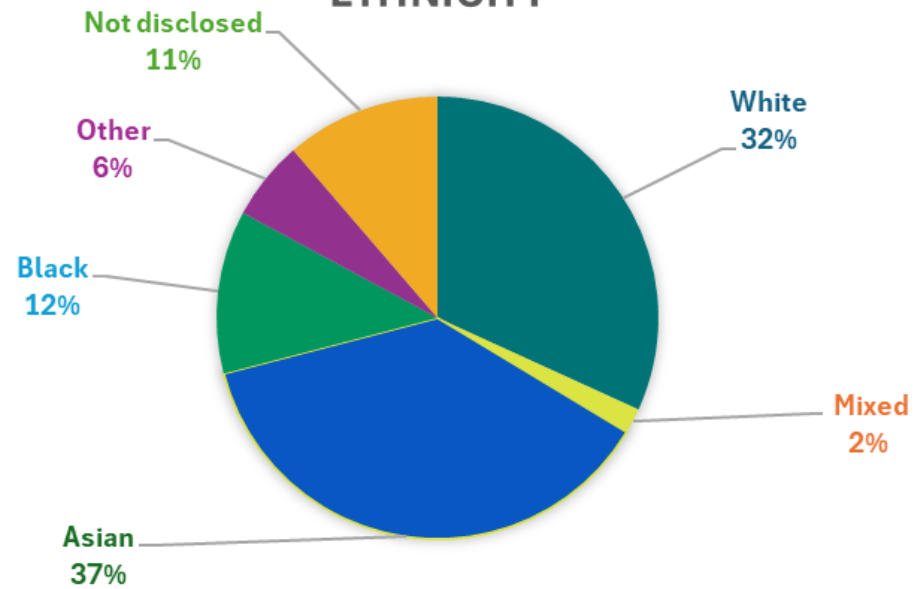
Has a disability or long term health condition.



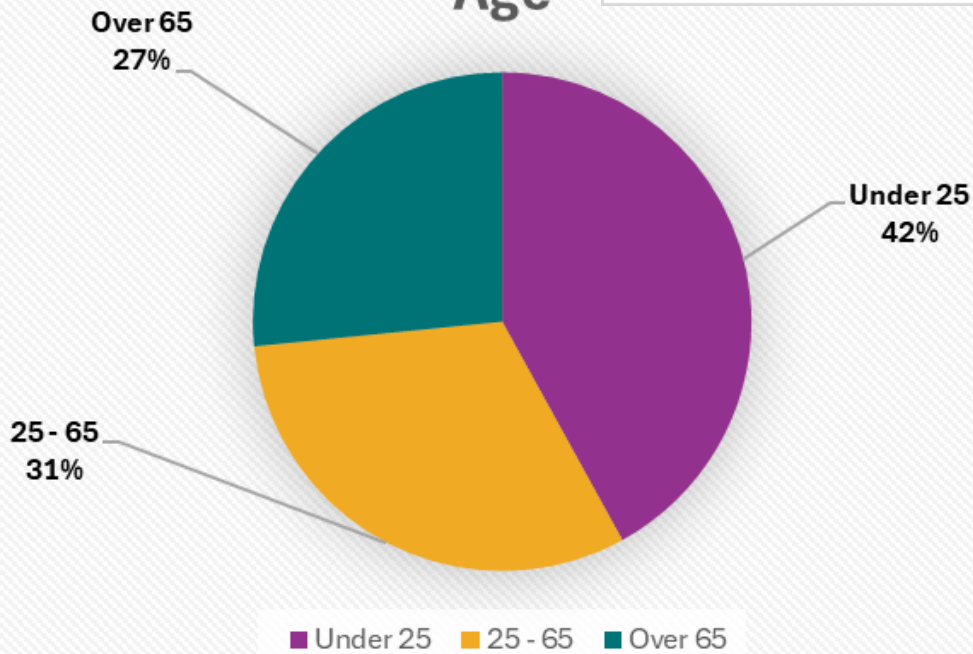
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ETHNICITY



Age



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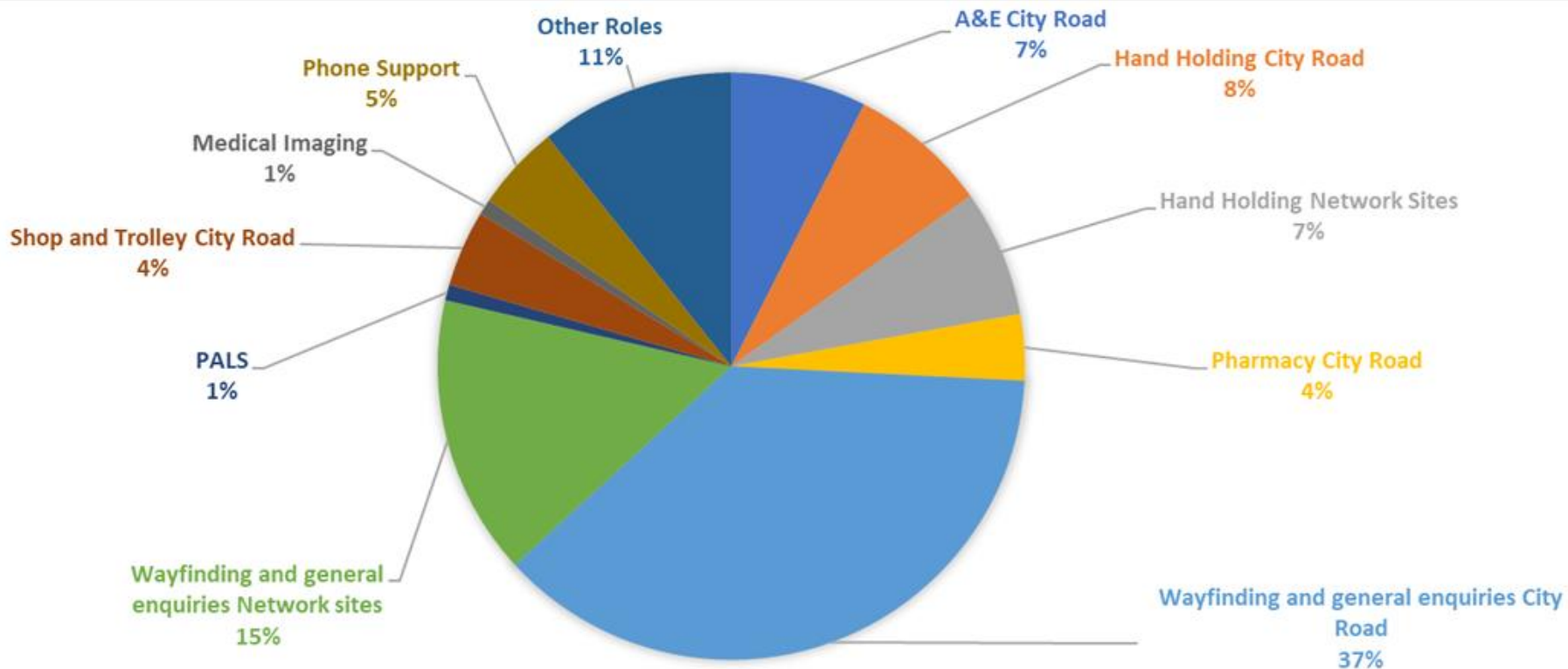
Current Volunteer Roles:

<u>Role</u>	<u>Hours per week</u>
A&E City Road	78
Hand Holding City Road	80
Hand Holding Network Sites	73
Pharmacy City Road	38
Wayfinding and general enquiries City Road	390
Wayfinding and general enquiries Network sites	161
PALS	9
Shop and Trolley City Road	44
Medical Imaging	9
Phone Support	49
Other Roles	112
Total	1043



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Volunteer to Career



Shoaib: Health Care Assistant

Henry: Heath Care Assistant

Melvin: Ophthalmic Technician

Abhilash: NHS Blood Bank

Chandini: Receptionist



Mihir: Ophthalmic Technician

Harshitha: Administrator

Charles: A&E Coordinator

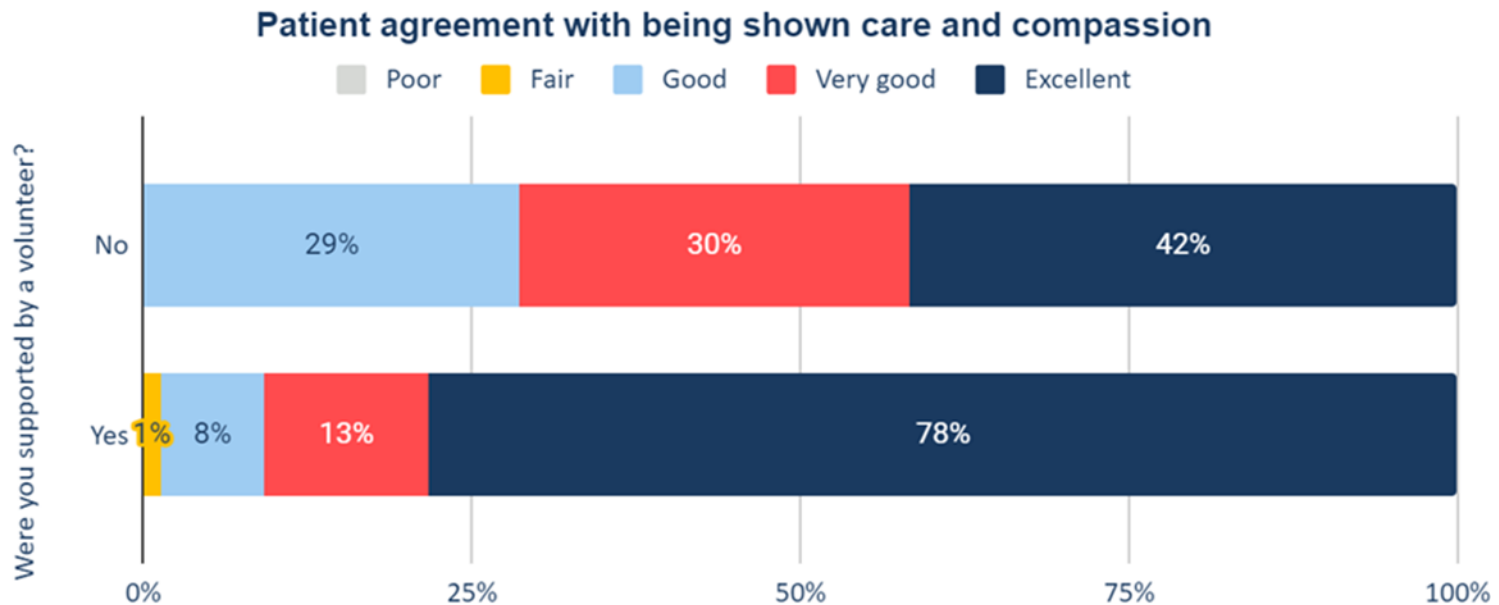
Ellie: Receptionist

Ligia: Phlebotomy

Monique: Royal Society of Blind Children

Why we are focusing on Volunteers

Evidence from over 500 patients surveyed about their experience in the wards and **operating** theatres. Half were supported by a volunteer throughout, half were not.

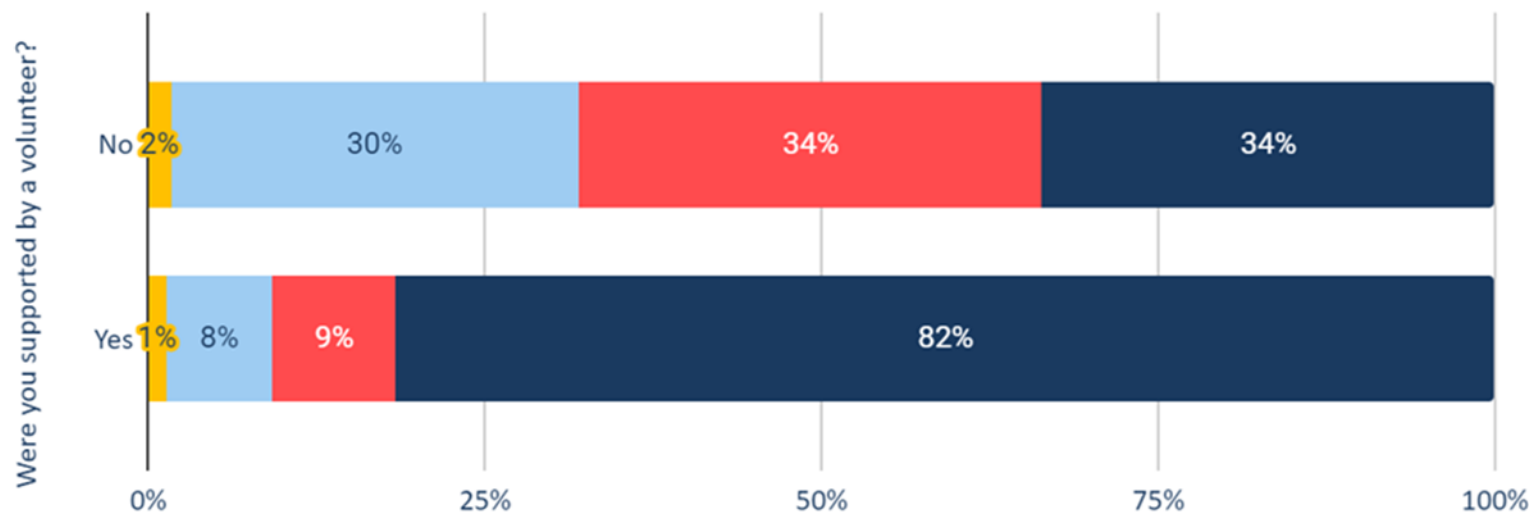


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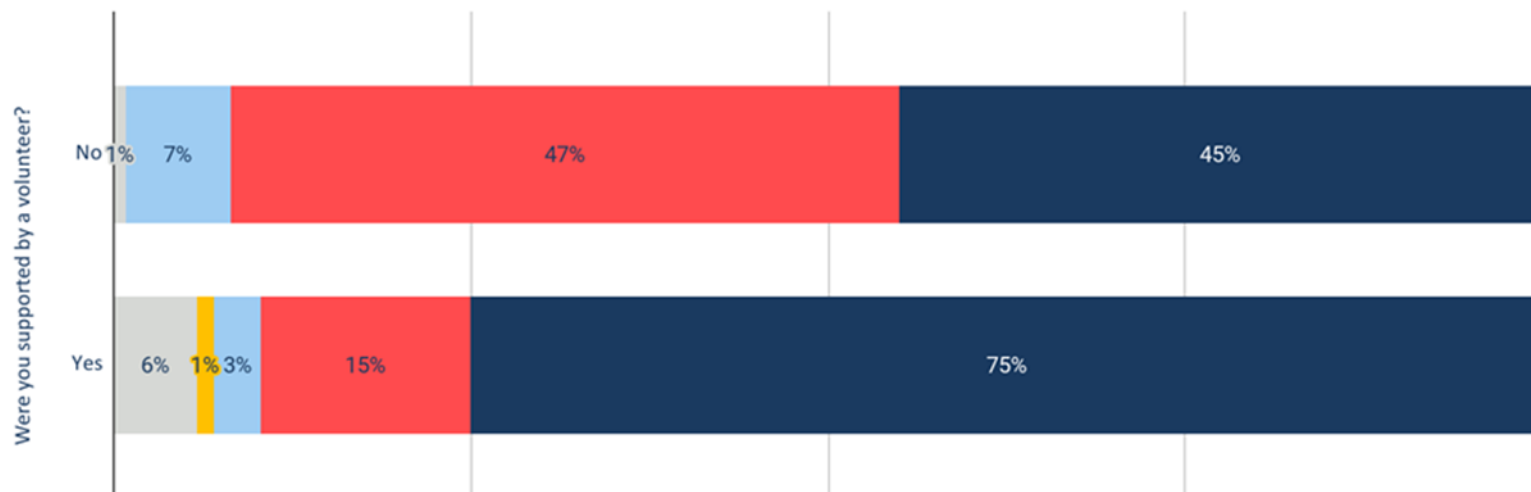
Patient agreement with being made to feel at ease

Poor Fair Good Very good Excellent



Likelihood of recommending the service

Extremely unlikely Unlikely Neutral Likely Extremely likely



Clinicians' Feedback

"Having a re-assuring person who can be with a patient during their theatre journey is better than any sedation I can give."

"Spending time orientating and training volunteers really pays off in the long run with supporting patients in a holistic manner."

"Volunteers have been integral part of Moorfields culture, and their contributions are recognised and appreciated at all levels within the trust."

"I usually see volunteers during my surgical sessions. They make sure the patient is more relaxed, they chat with them, hold their hand during the surgery. I feel they make a significant difference in the patient's experience through the hospital."

Impact: Patient feedback



"I am terrified of clinic invasive procedures and could not have coped without the hand holder. Thank you so much."

Patient who had volunteer support

"A similar Op was carried out ten years ago without option of handholding, was very pleased with decision to take up offer. Really nice to have [the volunteer] there as op was long and tedious."

Patient who had volunteer support

"I would recommend everyone had a volunteer like these ladies."

Patient who had volunteer support

"To feel the support of the hand holder throughout 16 operations was a great comfort. I was very grateful to her."

Patient who had volunteer support

"The volunteer held my hand during my surgery and made me feel very relaxed and comfortable. My anxiety level went down a lot! Thank you for the support."

Patient who had volunteer support

"This idea with volunteers is excellent. I am very satisfied and would love this service to continue at NHS!"

Patient who had volunteer support

"As a fellow healthcare professional, I was amazed at how kind the volunteer was and how wonderful the service is. My 88-year-old mother was very anxious about her surgery, and the hand holding service meant she felt supported during surgery, as I could not be with her. It is a truly amazing service so keep up the fabulous work!"

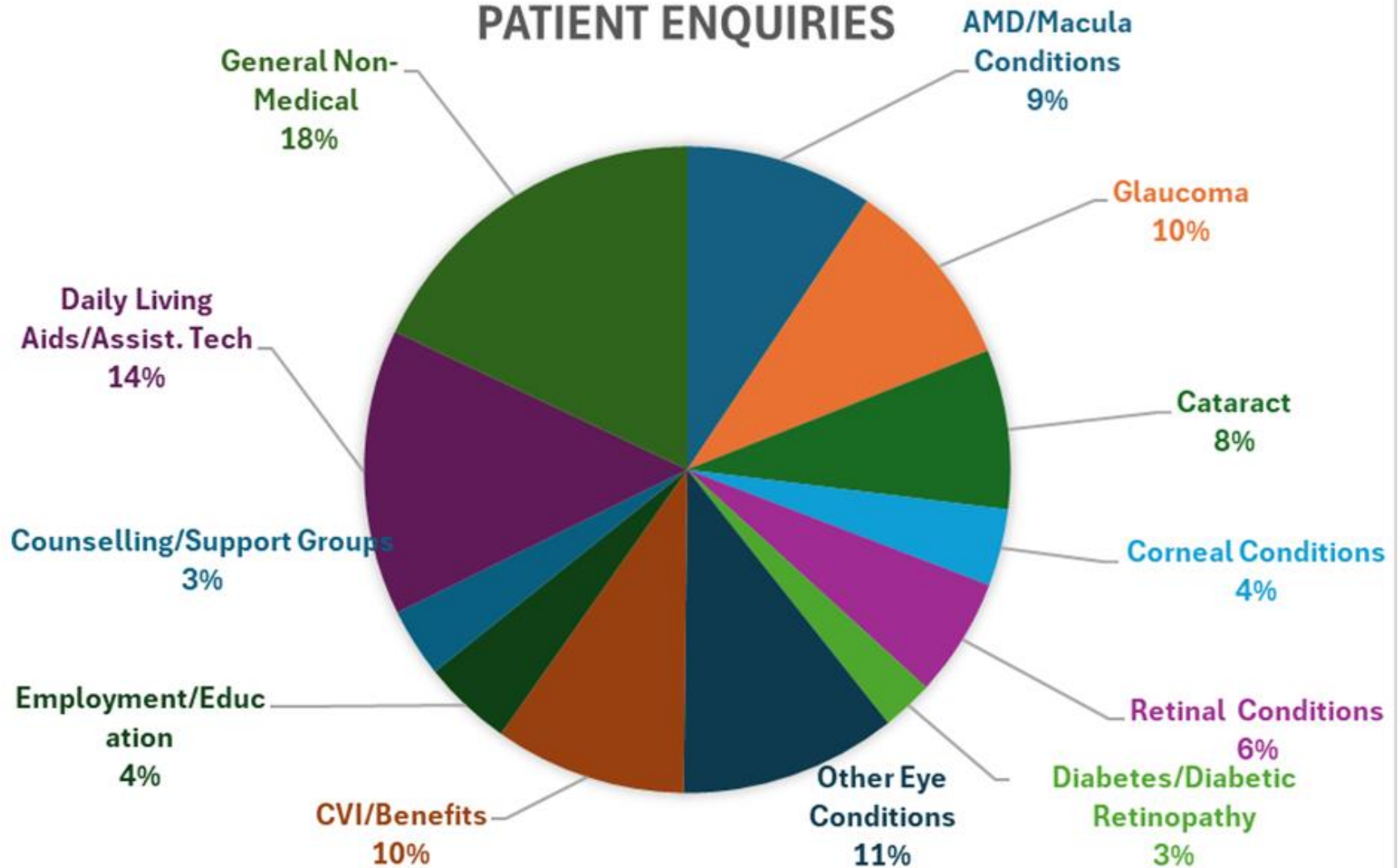
Family member whose relative had volunteer support

To Support MEH in the delivery of Patient Information, Engagement and Education.

- Health Hub
- Exhibition Space



PATIENT ENQUIRIES



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To Support Staff and Volunteer Wellbeing (MEH and Friends)

Social events

Hospital Shop

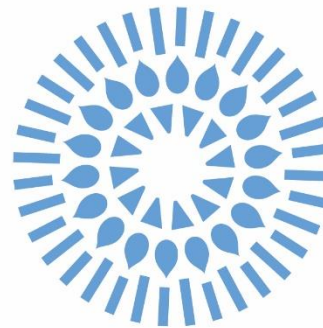
Improving the environment



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Thank You to our supporters:



**Moorfields
Eye Charity**



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What is next for Friends

- Volunteer to Career Pathway
- Expanding volunteering in the network sites
- Improving the look of the Health Hub and showcase more digital technology
- Increasing our 'peer to peer' support through patient groups and the 'buddy' projects
- Exploring growth opportunities and potential partnerships
- Continuing to engage with, and support Oriel



Special 'Thank You' to my team:



And a big 'Thank You' to Tim and the board of Trustees



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