

Your story, Their time, Everyone's Wellbeing 'The Power of Volunteering'

Alan Gibbon MTh, MSc

Senior Chaplain

Department of Spiritual Care

NHS Tayside



INTRODUCTION

Research has shown the value and effectiveness of Community Chaplaincy Listening (CCL) (Bunniss, Mowat and Snowden, 2013; Mowet, Bunniss and Kelly 2013; Snowden, Gibbon and Grant 2018; Gibbon and Baldie 2019).

Recent research has shown the significant impact on freeing GP's time and, in some instances, reducing prescribing (Snowden, Gibbon and Grant 2018). It has also had a positive impact on mental wellbeing (Gibbon and Baldie 2019).

To increase capacity we have worked in partnership with volunteers (In 2018, 20 in practice providing 60 hours per week; 8 waiting to be placed) with the aim of being able to provide this service in every GP surgery in Tayside. All volunteers have completed the Community Chaplaincy Listening Formational Training (NES)

The aim of this project was to evaluate the patient experience of the service as provided by volunteers and to evaluate it was comparative to previous studies.

AIMS

Listening effectively to patients is at the heart of realistic medicine, this project supports this and the 2020 vision by providing an early intervention which supports prevention and self-management.

It is provided in a community setting and the aim of this was to produce an evaluation to evidence that the service provides a high standard of quality, with the person at the centre of all decisions.

METHODS

The Spiritual Care Patient Reported Outcome Measure (PROM) (Snowden, Telfor 2017) was offered to 80 patients from October 2018 to March 2019 who agreed to take part in this service evaluation.

Those that opted to take part returned the PROM anonymously by post, if they chose to.

The questions asked about the experience when the patient met with the listener. For each statement they were asked to indicate what best described their experience.

NHS Scotland Spiritual Care
Patient Reported Outcome Measure
"Do You Need To Talk?" Listening Service**

Section 1
This first set of questions asks about your experience when you met with the listener. Please think about how you felt at that time. For each statement please tick the box that best describes your experience.

	None of the time	Rarely	Some of the time	Often	All of the time
I was listened to	<input type="radio"/>				
I was able to talk about what was on my mind	<input type="radio"/>				
My situation was understood	<input type="radio"/>				
My faith/beliefs were valued	<input type="radio"/>				

Bunniss, S et.al., (2013). Community Chaplaincy Listening: Practical Theology in Action, *The Scottish Journal of Healthcare Chaplaincy* Vol 16, p. 42-51

Gibbon, A and Baldie, D. (2019). Evaluation of Community Chaplaincy Listening (CCL) in a Community Mental Health Group. *Journal of Health and Social Care Chaplaincy*. Vol 7.1 p. 56-73

Mowet, H et.al., (2013). Listening as health care; *The Scottish Journal of Healthcare Chaplaincy* Vol 16, p. 35 -41

Snowden, A., Gibbon A and Grant, R. (2018) What is the impact of Chaplaincy in Primary Care? The GP perspective. *Journal of Health and Social Care Chaplaincy*. Vol. 6.2, p. 200-214

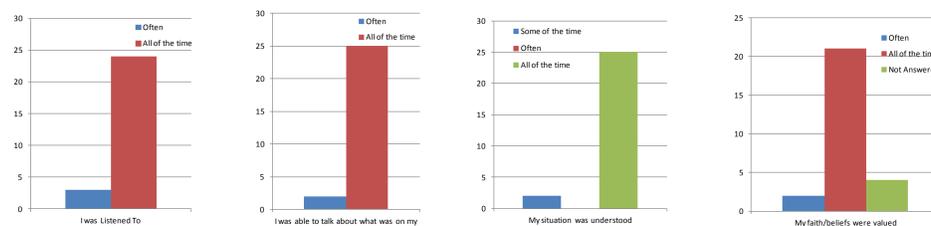
Snowden, A., Telfer, I., Kelly, E., Bunniss, S., & Mowat, H. (2013). The construction of the Lothian PROM. *The Scottish Journal of Healthcare Chaplaincy*, Vol.16, p. 3-13.

Snowden, A., Telfer, I., Kelly, E., Mowat, H., Bunniss, S., & Howard, N. (2012). *Healthcare Chaplaincy: The Lothian Chaplaincy patient reported outcome measure (PROM)*. Gourock. Retrieved from www.snowdenresearch.co.uk

Snowden, A & Telfer, I. (2017). Patient Reported Outcome Measure of Spiritual Care as Delivered by Chaplains, *Journal of Health Care Chaplaincy*, Vol. 4. pp. 131-155

RESULTS

Over the survey there were 27 respondents: Male 7 (26%) Female 19 (70%) Other 1 (4%) Age 24 – 77 (53 avg. age). They described themselves as: Religious 2 (7%); Spiritual 7 (26%); Neither 17 (63%); No answer 1 (4%)



As seen above, feedback on the listening was comparative to previous studies completed by Chaplain's (Snowden et. al 2012; Gibbon and Baldie 2019)



Similarly the feedback in the free text was also hugely positive, the wordle above identifies the key themes, while below are examples of the feedback offered.

"My listener spoke a calming common sense, the first thing that vanishes during the times of extreme stress and trauma. Wary when I went, with positivity when I came out. Something I thought I had lost forever."

"The listener helped me immensely and helped me think things through, particularly about bad past experiences. This has been a great help to me as I am assured of confidentiality. I am continuing to see the listener because I feel so much better."

"I feel that the listener was able to help me put things in perspective, deal with the situation better and to open up more than I normally would. The listening service has helped me greatly over the past year and is invaluable."

CONCLUSIONS

- ✓ Volunteers are delivering a meaningful, positively evaluated service
- ✓ This is increasing capacity and providing an equity of service
- ✓ People with life skills are able to give something back to their communities

RECOMMENDATIONS

- A further study to be undertaken that provides a before and after comparison focusing on the 2nd section in the PROM

Section 2
This next set of questions covers the outcomes that seem to be important to people receiving spiritual care. For each statement please tick the box that best describes your experience over the last two weeks.

In the last two weeks I have felt:

	None of the time	Rarely	Some of the time	Often	All of the time
I could be honest with myself about how I was really feeling	<input type="radio"/>				
Anxious	<input type="radio"/>				
I had a positive outlook on my situation	<input type="radio"/>				
In control of my life	<input type="radio"/>				
A sense of peace	<input type="radio"/>				

- To offer the training to health and social care staff, to be evaluated, to consider if this training can better equip staff to have person centred conversations

