



**Sussex Community**  
NHS Foundation Trust

# Quality Improvement in a Community Hospital

## The right place right time initiative – Volunteers supporting staff

April 2024/April 2025 NHS Providers

# Background

## Why was the change needed?

Evaluate service delivery

Ensure patients' needs were met post discharge

## Drawing on experience

Impact of 300 current volunteers on patients

Previous success of volunteer telephone role



# What we did

Created Volunteer Discharge Role

Established IT/Governance procedures

Provided comprehensive training

Recruited

Set up patient calls



# The impact

103 calls made

Positive patient feedback

Timely staff feedback

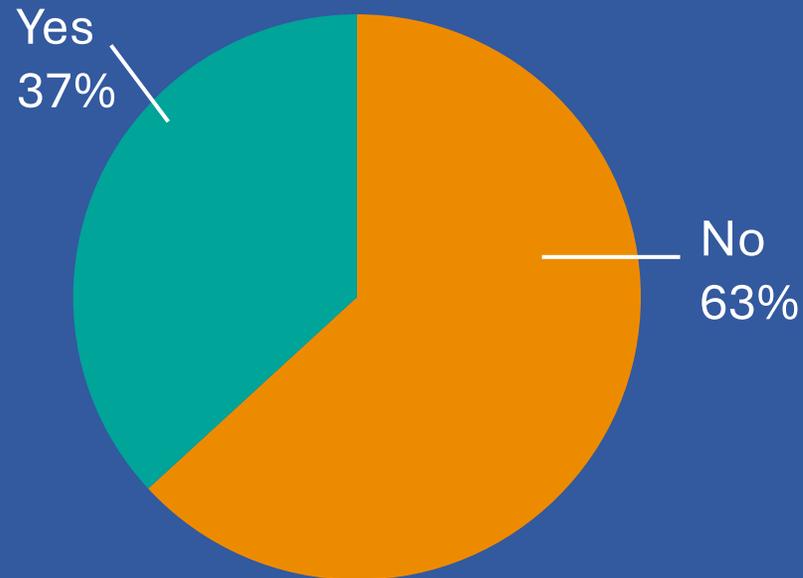
Service improvements

Staff kept informed



# Making a difference to patients' lives

Patients signposted for further support and information



Wider impact

Streamlined feedback process

Potential to reduce admissions

Strengthened community collaboration

# Next steps

Initiative adaptable to other sites

Can be tailored to community needs

Launched at second Community Hospital

