

A GREAT PLACE TO VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

Volume 1, Issue 1

April 2017

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Of particular interest in this issue:

- Hear how you can vote in the Council of Governors Election
- Find out what happened at this week's Volunteer Forum
- New volunteering opportunities

Volunteers at Cambridge Science Festival

Busy Sunday morning at Science Festival

The final day of the ever popular Cambridge Science Festival was on Sunday 26 March and the Volunteering Team was out in force! With our stand positioned in the ATC, we had quite a lot of interest from members of the public wishing to know more about the range of volunteering opportunities we have and how they could join us. One of the highlights for many visitors was when the lovely PAT dog Jasmine took her turn on the stand with her owner Charles – there aren't many people who can resist giving her a stroke!

Tony Taylorson, CUHP, said "We had a fantastic turnout with lots of people young and

old fascinated by what they saw from the tours of the operating theatres to the student doctors from the Teddy Bear Hospital."

Special thanks to Sue, Robbie Arthur, Charles and of course

PAT dog Jasmine for donating more of their valuable time to CUH. For more photos of the event, please see the **Monthly Montage** on page 3.



Jane & Arthur ready to meet some potential volunteers

Welcome to our new volunteers!

Tuesday 11 April saw 16 more volunteers join the team in a variety of roles including Chaplaincy, Ward volunteers and Guiding:

Karam, Sandra, Candice, Mohamed, Henry, Charlotte, Thea, Andrea, Muhammad, Vlastimil, Jane, Philip, Karen, Tyler, John, and Yinka have now attended Volunteers Induction so



Some of our new Volunteers

Focus on..... Giggle Doctors

by Alice Barley, Theodora Children's Charity

Every Thursday, the children's wards at Addenbrooke's are visited by two Giggle Doctors. Their mission? To bring magical moments of fun, music and play to all children in hospital. The Giggle Doctors believe that every child deserves laughter. Children already face so many challenges in hospital, but the Giggle Doctors ensure that boredom isn't one of them!

Dr Dotty is just one of the Giggle Doctors who visits Addenbrooke's Hospital:

"Being a Giggle Doctor is such a privilege. I meet so many wonderful children and their families, who unfortunately find themselves in a not-so-wonderful situation; being in hospital. Many children I meet are going through a very uncertain, distressing time, and can be extremely poorly. As a Giggle Doctor, I get to be part of something much more positive for these children- joy, hope and laughter despite being in hospital! Through play and imagination we can create memories, distractions, and the chance for the children to be whoever they want to be in that moment. It is the highest of rewards to see the positive change in children (and their parents!), and to notice the shift in energy within a room or ward after we have visited."

A stay in hospital can be very upsetting for children, many of whom are separated from their loved ones for some time. That's where the Giggle Doctors come in! Their visits help to improve children's experience of hospital, reduce stress and anxiety, increase opportunities for play and improve wellbeing. It is not always about laughter, sometimes the focus of a visit might be on music, magic or storytelling. At other times a few bubbles is what is needed or perhaps just a balloon at the foot of the bed.

Regardless, the Giggle Doctors will visit every child who wants to be visited.

Every child is different, so the Giggle Doctors are specially trained to work in many different ways. This allows

them to tailor their visit to the individual needs of the child. One of the techniques is 'intensive interaction', which enables them to connect and communicate with children who may have language and communication barriers. The Giggle Doctors ensure that play, and all the benefits that come from it, are accessible to children no matter how unwell they are.

The Giggle Doctors have been visiting Addenbrooke's Hospital for 17 years and parents and staff often tell us what a difference the visits make:



Giggle Doctors out on the wards

"When the Giggle Doctors walk into the bay it's like a black cloud lifts and the sun starts to shine. It really is a very special time for us. It's such a wonderful experience to be a part of these occasions; the warmth of happiness that they bring not only to us, but many, many other families is amazing." **The mother of a young patient at Addenbrooke's Hospital**

If you see the Giggle Doctors around the hospital, in their bright Giggle Doctor coats, then give them a wave, they love to say 'hello'!

"When the Giggle Doctors walk into the bay it's like a black cloud lifts and the sun starts to shine."

Coming up.....

There are a few things in May and June which you may be interested in attending:

May

- Tuesday 23rd: Grief & Loss Training
- Tuesday 23rd: Carers' Trust information session

June

- Tuesday 13th: Volunteers Forum
- Wednesday 21: Volunteer Celebration Lunch—more information to follow soon
- Thursday 22: Dementia Training



Guest Slot— Andi Thornton

This month, Andi Thornton gives us the low-down on how he came to his role, what the role is like and of course more about the plans for improving the Outpatients Hall.

With responsibility for the outpatient service as a whole, including patient transport and interpreting services, it is the variety within the role which Andi enjoys the most. Although he's been in post for nearly 2 years, he learns something new every day which keeps things interesting.

As you'll be aware, the Outpatient Hall is undergoing a bit of a refurbishment with a new desk as well as the introduction self-check-in kiosks. Andi finds it frustrating the time it can take to effect change, in particular the kiosks has been a long term project for something which is

used in many other places already. However, there are positive moves going forward. There will now be a reception desk and travel desk but the first welcome patient and visitors see will be a volunteer reception.

Andi was keen to reassure volunteers that the new self-check-in desks will mean their role is even more important. He anticipates the volunteers encouraging patients to use the kiosks and providing some guidance but went on to say "The self-check-in kiosks do show you a map when it tells you which clinic to go to but there is no substituting that interaction you get from the person so the volunteers are absolutely key in this

"I think the volunteers are absolutely key and if I had my way I would have

more because it's very difficult, we see 700,000 patients a year so it's very busy and everyone is very, very busy and sometimes that can translate as dismissive, whereas the volunteers have a very different attitude, a different way of handling the number of patients, They are welcoming and friendly and I've always said the key roles in the outpatient department are the people who see the patient first, often the volunteers, They set the tone for how that patient is going to view the rest of their trip here."



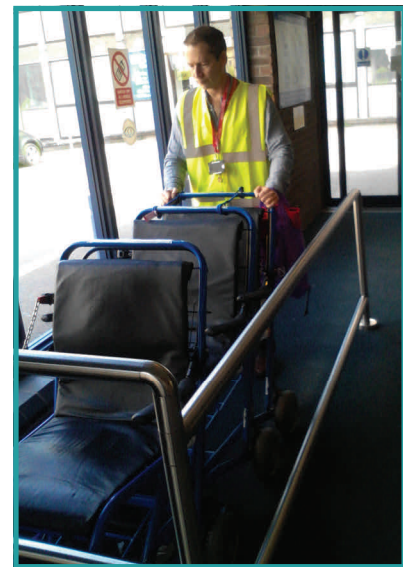
Monthly Montage



Rachael & PAT dog Dylan



PAT dog Hattie waiting for a tummy stroke



John's first volunteer shift and having his wheelchair and courtesy bus training



Mike More and Sue at the Science Festival



Outpatient Cake Sale



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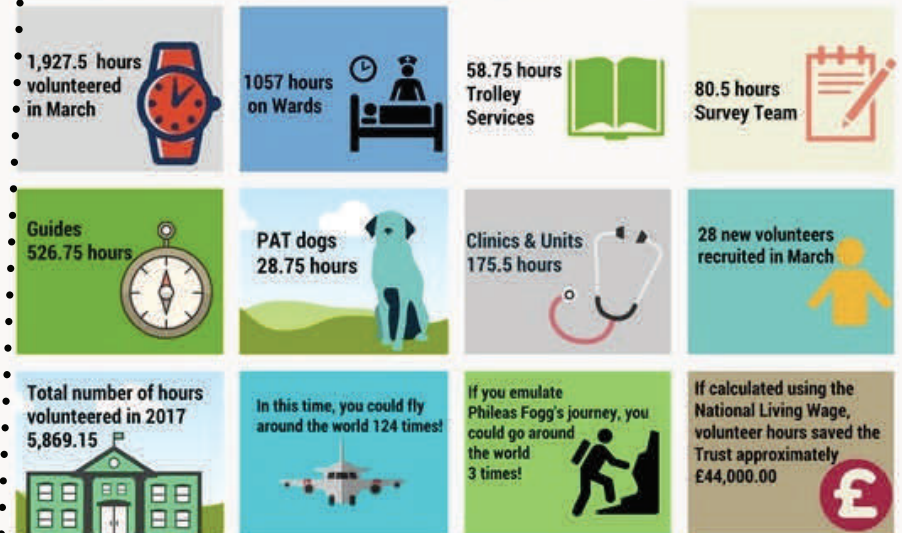
Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road

Phone: 01223 586616
E-mail: volunteer@addenbrookes.nhs.uk

CUH VOLUNTEERS

We're on the web!
www.volunteering.cuh.org.uk

Volunteering in Numbers - March 2017

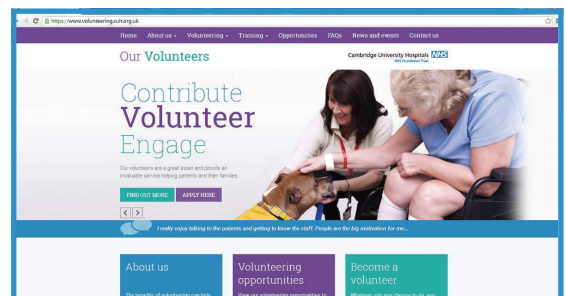


New Volunteers Website!

We're delighted to tell you that we have now launched our brand new volunteers website!

Full of information for prospective, new and established volunteers, why not take a look and let us know what you think.....

www.volunteering.cuh.org.uk



Other news.....

Council of Governors Elections 2017

As a volunteer you are also automatically a staff member of CUH's Foundation Trust membership body, and entitled to vote in the upcoming Council of Governor elections. Ballot papers are being prepared now and towards the end of April Member Services will be distributing yours to your email or home address (if you are not on email). Please be assured that your data is secure and is being passed to our independent election administrators under the strictest of information governance rules to allow ballot papers to be sent out to you. If you would like to opt out of this process please contact the Volunteer office immediately.

Volunteers Forum

Thank you for all those who attended this weeks' forum. We had a sneak preview of the format of the self-check-in kiosks and we are pleased to say that a 'starter guide' will be ready in the next few weeks. This was followed by Heather Ayles (Adult safeguarding nurse) talking about the importance of safeguarding, particularly those who are most vulnerable.

Volunteer Consultation Group

The Volunteer Advisory Group met for the first time and one of its first decisions was to change its name. Therefore it will now be known as the Volunteer Consultation Group which better reflects their purpose. The 9 members will meet every 16 weeks to provide ideas and feedback to the Voluntary Services Team on volunteering at CUH.

Volunteering Opportunities

We're on the look-out for some more Patient Survey Volunteers to conduct the Friends and Family iPad survey when patients are discharged. Don't forget, we've also recruiting to the new Courtesy Bus and Wheelchair Volunteer role but please bear in mind this is probably our most physically demanding role.

The Medical School are also on the lookout for volunteers. They are looking for a small amount of volunteers to help with a Scanning Clinic to assist with the training of medical students. This is a short-term role, for approximately 3 hours once a week during June-September.

For any of these roles, please contact us at volunteer@addenbrookes.nhs.uk to express your interest.