

A GREAT PLACE TO VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

Volume 1, Issue 2

May 2017

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Of particular interest in this issue:

- Learn about the work of the RVS at CUH
- What did Mike do before he was Chair?
- Update on Staxi wheelchairs
- New volunteering opportunities

Infection Control Reminder:

Please ensure you check with the nurse in charge before going entering a side room which has the door closed. Infection control procedures have changed whereby the small blue/yellow square is no longer in use.

Young Person's Programme—our 4th successful cohort!

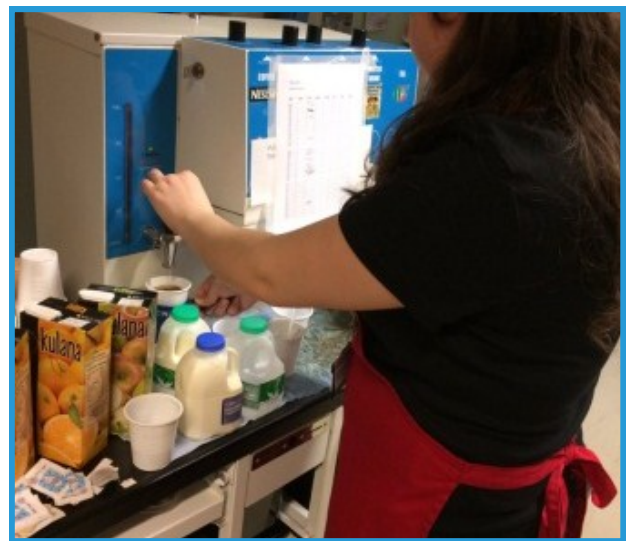
Friday 5 May saw the end of the 4th cohort of our Young Person's Programme so we held a celebration event for them!

YPP volunteers are aged 16-19 and fit their 2 hours for 15 weeks, fitting their studies and often part-time jobs. Going forward, we are delighted that 44 of the 77 volunteers who completed the programme will continue to volunteer here. Since it's launch in September 2015, over 300 students have taken part, with an 40% continuing to volunteer after the programme finishes.

Allocated to wards in pairs, they spend their time chatting and take part in activities with patients, as well as assisting the housekeepers with distributing the evening meals. A valuable

insight is gained into life on the wards and also experience in interacting with patients, feedback including: "I have gained experience of a hospital and confidence when

talking to new people" and "A memorable experience I had was patients saying we had made their day by coming to talk to them".



A YPP volunteer serving drinks on a ward

Welcome to our new volunteers!

On Tuesday 16 May we were delighted to welcome 16 new volunteers to our amazing volunteering team in a variety of roles.

Having attended induction, they will soon be out and about in their volunteer roles—say hello or give them a wave when you see them.!



Some of our new Volunteers

Focus on..... Royal Voluntary Service by Paul Williams, RVS

Royal Voluntary Service (RVS) wants to help create a society where everyone feels valued and involved whatever their age. We are one of the largest volunteer organisations in the country.

Our 35,000 volunteers help older people stay active, independent and able to continue to contribute to society. We do this by providing practical and emotional help where and when it's needed.

Royal Voluntary Service (RVS) has been assisting patients and relatives and friends at Addenbrookes for many years.

Our volunteers work alongside a small staff team in various Retail Services. The cafes in Outpatients, Oncology and the Rosie Maternity Hospital provide food and drink to patients and relatives and friends during their time at Addenbrookes. Coming to hospital can be very stressful and the calm presence and helpful attitude of the team reduces the anxiety of patients and relatives and friends. The cafes are very busy. Also our team operate a trolley service around the inpatient wards and the outpatient clinics. The surplus from the Retail Services is a gift to the hospital and supports projects and equipment purchases in Addenbrookes.

Chris Ballingall, Service Manager, says: "Our volunteers and staff find the work rewarding and of particular value to our elderly visitors. People

volunteer for a wide variety of reasons, and enjoy the business of helping others, and the company of working with like-minded colleagues."

In addition to the Retail Services, RVS has volunteers who support patients and relatives and friends in the Accident and Emergency Department at Addenbrookes. They provide emotional and practical support to patients and relatives and friends and the volunteers are a calm presence. The volunteers are very much part of the whole Accident and Emergency Team who are providing high quality holistic care to vulnerable patients and support to relatives and friends.

Tony Stafford, one of our volunteers says: "My weekly shift is always busy and different,

working with patients from all walks of life who for many and varied reasons are admitted to A & E in emergency situations. Often unprepared, patients find themselves alone and fearful, in pain, facing tests, assessments and possible admissions to wards. We offer support, refreshments or conversation to pass the time and ease fears and anxieties. I find the work challenging at times but immensely rewarding being a small part of the Addenbrookes team providing A & E services"

We have 120 volunteers at Addenbrookes who find it very rewarding to volunteer and to help their local hospital. Many of our volunteers are older people who are showing they have much to contribute.

With our retail services and our support for patients in the Accident and Emergency Department, Royal Voluntary Service is helping patients, relatives and friends every day at Addenbrookes Hospital and the Rosie Hospital.



Paul, Lynda & Deanna in the RVS Café

"I find the work challenging at times but immensely rewarding"

Please be aware the RVS Café in Outpatients will be close on Friday 26 May and will re-open in approximately one month's time.

Coming up.....

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

June

- Tuesday 13th: Volunteers Forum
- Wednesday 21: Volunteer Celebration Lunch
- Thursday 22: Dementia Training

July

- Tuesday 25: Grief & Loss Training
- Nutrition Training



Guest Slot— Mike More, Chair

Our official name is "Cambridge University Hospitals NHS Foundation Trust". But of course we all know that everyone calls us "Addenbrookes" or "Rosie". Why? Well, quite apart from "Cambridge...." being a bit of a mouthful, it's also because our hospitals have been known as "Addenbrookes" and "Rosie" for generations of people across Cambridge and wider afield. Hardly anyone who has lived round here for any length of time hasn't had direct or family experience of the hospital or a reason to be grateful to the hospital for the care given to a loved one. And, of course, we are all really proud of the hospital for its achievements in so many fields, be it in transplant surgery or critical care or the care of very premature babies. As a Cambridge resident for some thirty years, I fit into that category too; my youngest son was born here and all my family have been treated as out patients here.

I have been on the Board for just over

three years and it is a great privilege and responsibility to have been appointed Chairman in April. That role is simply described – if not always simple to do! It is to make our hospitals amongst the best in the world. By developing the right strategy; by supporting doctors and nurses in giving outstanding care; by making this one of the best places to work; by making sure we have the best facilities we can afford; by making every patients' experience the best it can be. Money isn't straightforward; some of our buildings are creaking, but we also have some of the best people in the NHS here – and I include volunteers in that description. We could not run without volunteers. Not only because of the roles you do but also because you provide a distinct and unique experience and care for the hospital which patients can relate to. Sometimes patients want to talk to someone who has been through it themselves or knows what it is like to be a patient or their carer here. And you, too, share that pride in Addenbrookes and the Rosie.

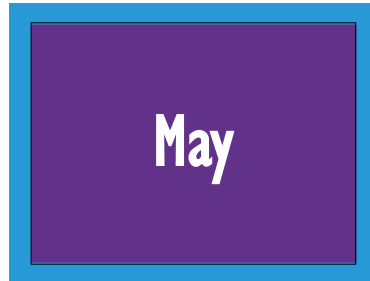
I used to work in London and had some dealings with getting the city ready for the 2012 Olympics. London was seen by the world as a friendly city through that time and the volunteers with their tee shirts and their smiles and their warmth were a major part of that, which is one reason why so many seek to do the same as London did. I have had great pleasure in meeting volunteers and spent time with Charles and Jasmine in seeing the power of Pets as Therapy. I have spent time with Dan as he has guided patients in their sometimes frustrating journeys around the hospital. I look forward to many more times with volunteers and learning from you what we can do to make this one of the best hospitals in the world.



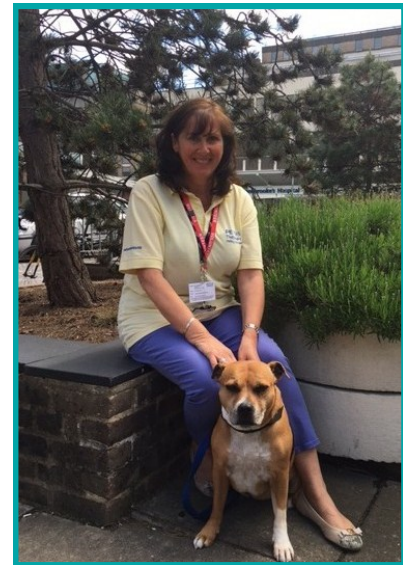
Monthly Montage



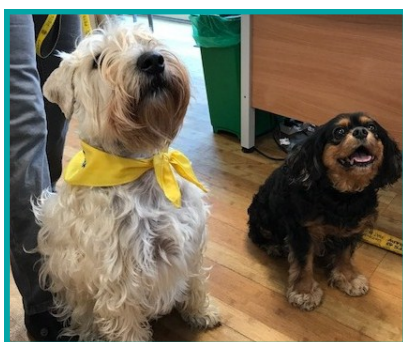
YPP volunteers



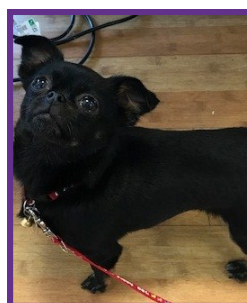
YPP 30 hour badges



Teresa & Lillie



Lola & Mitzy



Snuffles



Steph, Mike Chalres, Antonio and Rosemary

A GREAT PLACE TO VOLUNTEER

Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road

Phone: 01223 586616
E-mail: volunteer@addenbrookes.nhs.uk
www.volunteering.cuh.org.uk

CUH VOLUNTEERS

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

Volunteering in Numbers - April 2017



A feast of bluebells...

You may or may not know that just half an hour's drive to the west of Addenbrooke's Hospital are the most beautiful Bluebell woods on the outskirts of South Cambridgeshire villages Waresley and Gamlingay.

Robbie and I visited on Sunday 23rd April and you can see from these three photos how beautiful they are.

Sue, Volunteer Guide



Other news.....

Staxi Wheelchairs Update

Good news! The new cassettes which will take both the old and the new £1 coins have now arrived and the process of them fitting will start. No more jammed coins—fingers crossed!

Introducing the Volunteer Consultation Group



Back row: Richard, Gordon, Chris

Front row: Clara, Anne, Carol

Volunteers Week 1-7 June

It will soon be National Volunteers Week so we'll be celebrating all things volunteer. We will be holding a couple of events:

7 June: Volunteer Partner Organisation Event in Main Corridor

8 June: Volunteer Stand, Main Concourse

Come along and say 'hello'



Volunteering Opportunities

Are you green-fingered? Lewin Ward have a brand new opportunity for a **Garden Club Volunteer**. This is a seasonal role running to approximately September/October.

Do you have a passion for reading or spreading your love of books? We are in need of some **library volunteers** to visit the wards with our books.

We're on the look-out for some more **Clinic and Unit Volunteers** including in MacMillan. We still need more **Patient Survey Volunteers** to conduct the Friends and Family iPad survey when patients are discharged.

With all this lovely weather, you may be thinking about a more outdoors role. There is still opportunity to be a **Courtesy Bus and Wheelchair Volunteer** role but please bear in mind this is probably our most physically demanding role.