

A GREAT PLACE TO VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

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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.

Celebrating our Volunteers & Volunteering

It was the hottest day in June since 1976 so what better day to have our annual Volunteers' Awards Lunch?

Approximately 80 of our volunteers were able to attend the lunch, including volunteers from Chaplaincy, Radio Addenbrooke's, survey volunteers, guides, and ward volunteers. The venue looked lovely, special thanks to Karen for doing the beautiful flower arrangements.

Following a welcome drink, we heard speeches from our Chair and Chief Executive, Mike and Roland. Mike shared some interesting facts including the average age of our volunteers is 60, the youngest being 16 and the oldest volunteer 96 years old. Roland related how when he first came to CUH almost 2 years ago, the assistance given

by friendly volunteers helped him get to meetings on time and not get lost for hours on level 1! Both Mike and Roland shared their thanks on behalf of the hospital for all the hard work

and dedication of the volunteers, emphasising what an essential role our volunteers play as part of the CUH team

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Welcome to our new volunteers!

On Tuesday 13 June we welcomed 8 new members to our amazing volunteering team.

They will be volunteering in a variety of roles so say hello or give them a wave when you see them!



Some of our new Volunteers

Focus on.... Macmillan Volunteers



The Macmillan Team celebrating MVQS success

The Macmillan Cancer Information & Support Service (MCISS) Team were celebrating their achievement of the Macmillan Volunteering Quality Standards (MVQS) on Tuesday 20 June. The MVQS are for any Macmillan badged staff responsible for managing volunteers, ensuring they build skills in volunteer management to meet the quality standards and in turn, that volunteers have the necessary skills and capabilities to be happy and effective.

CUH volunteers who are members of the MCISS team do an incredible job supporting patients and families and carers in their journey from the very first visit to the Oncology Haematology & Radiotherapy Outpatients Department onwards. Welcomer & Guides and Information Service volunteers provide a calm and safe space for a listening ear, support and signposting to helpful services. The MCISS 'Pod' is open Monday to Friday 8.30am to 4.30pm, offers support, information, assessment and signposting to all people affected by cancer, and stocks literature on cancer and support, including specific tumour sites, side-effects, employment, help for carers, and the emotional impact of a cancer diagnosis.

Maroussia, fundraised for Macmillan but wanted a role which was more patient focused. She has been volunteering in the MCISS "Pod" for just over 2 years and describes how her role "helps people practically and emotionally. Everything around cancer can be frightening so it is good to be able to make the journey a little less daunting." She enjoys being able to make people feel a bit better, whether with just a friendly smile, a tip, or simply being someone to talk to other than a doctor.

For Maureen, this has been her first volunteering role but having always



Maroussia and Maureen

worked in hospitals and medical schools, it seemed like a natural transition to volunteer in a hospital. Having supported a neighbour undergoing chemotherapy at Addenbrooke's, she liked the atmosphere of the unit and wanted to volunteer.

Louisa Bird (MCISS Manager) and Leah Melabianaki (MCISS Information Specialist) have worked incredibly hard over 9 months to achieve the MVQS to ensure they met the standards, supported by Craig Weeks, Macmillan Volunteering Adviser for South and East England. They had to meet 9 quality areas including planning and recruiting volunteers, role creation and development, induction, training and supervision, recognising contribution (including the Team photo!), and monitoring and evaluation. Asked what achieving the MVQS means to her, Louisa said "Achieving MVQS marks an important milestone for the service. In the last three years the MCISS has worked in partnership with CUH Volunteer services to achieve a high calibre of volunteer, evidenced by our current team of 22 fully trained volunteers who are passionate about making a difference to people affected by cancer. A considerable amount of investment goes into managing, developing and supporting our volunteers, without whom the service couldn't run. I would also like to recognise Linda Hering and Maggie Brown in this achievement"

This is Leah's first role working with volunteers: "It is a new way of working and I feel inspired by all the volunteers giving up their time and our service couldn't run without them. Our volunteers really do help to improve the experience of our cancer patients. "

As well as in the MCISS "Pod", there are other volunteers in the Cancer Directorate, such as the Breast Unit, enabling more people to be reclaim their lives from cancer.

Congratulations Louisa and Leah from Voluntary Services on this fantastic achievement and a huge thank you to all the volunteers in the MCISS.

Coming up....

Here's what's coming up in July and August, do let us know if you'd like to interested in attending:

- Thursday 20 July Nutrition Trainin
- Tuesday 25 July Grief & Loss Training
- Tuesday 15 August Volunteer Forum



Celebrating our volunteers... continued

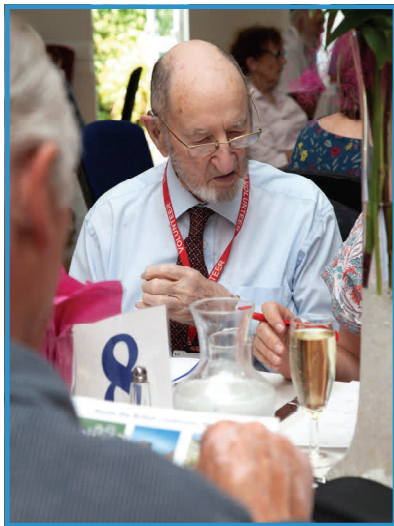
Following speeches, long service awards were presented to the 11 award winners who were able to attend. In total, 20 volunteers achieved an award this year, totalling an incredible 150 years of service. Of all those volunteers who attended the lunch, their service totalled an amazing 450 years!

After a delicious buffet lunch, and a hard-fought quiz in which table 6 were the victors, Maggie thanked everyone for attending and wished them a safe journey home. We have had lots of lovely comments from our volunteers who attended, but a huge thank you to all our volunteers for the time and commitment you give, the experience

of our patients, visitors and staff is better for all you do.

Special thanks to Karen for doing the flower, and Tina and Margaret for being on door duty.

Monthly Montage



June



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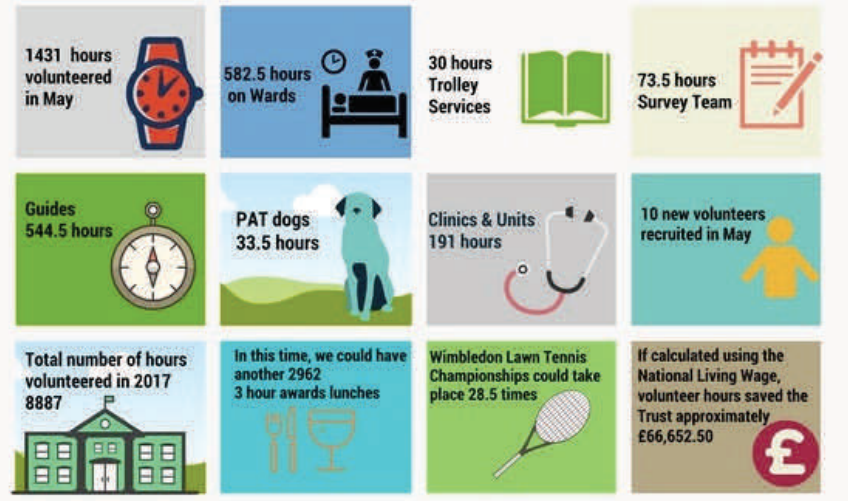
Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road

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 - May 2017



A quick reminder...

With the blazing hot sunshine of the summer months and a lot of the hospital feeling a bit like a sauna, it can be tempting to wear a more 'holiday' wardrobe. However, it is very important for safety reasons as well as to avoid causing any embarrassment to our patients, or visitors to please remember:

- No sandals or open toe shoes
- Clothing must be down to the knee—no short shorts or skirts
- No strappy or low cut tops

It's bucketing down while I write this so hopefully summer will return!



Other news.....

Check-in Champions

We are looking for some volunteers to act as 'Check-in Champions' to encourage patients to use the new self service check-in kiosks.

The Champion would promote the use of the kiosks, have attended training using the dummy model or be confident and competent in using the kiosks.

We envisage on completing the check-in, the volunteer would work in harmony with fellow guides and refer onto their colleague for help with directions/escorting, or if there is no other Guide available they can give directions themselves or escort them to their destination.

Please email volunteer@addenbrookes.nhs.uk if you are interested

You may have noticed that when available, our outpatient receptionist staff have been helping patients use the outpatient check-in kiosks but this is only in the short term.

Volunteers Forum & Volunteer Consultant Group

Our next Volunteer Forum is on Tuesday 15 August from 16.00. Leah Marsh, Contact Centre Manager, will speak about the work of the Contact Centre, and Andi Thornton and Isabella More from Outpatients will also be in attendance. We look forward to seeing as many of you there as possible!



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.

There is still the opportunity to be a **Courtesy Bus and Wheelchair Volunteer** but please bear in mind this is probably our most physically demanding role.

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