



NEWS FLASH

1 September 2017

A GREAT
PLACE TO
VOLUNTEER

Feedback from Volunteer Forum

During our Forum on the 15 August, one of volunteers near the Travel desk in outpatients noticed that people with larger capacity cars receive a higher mileage rate and we wondered if there was a reason for this. We contacted outpatients and have been told: "Mileage rate for payments to patients is not a Trust decision but are set out by Her Majesty's Revenue and Customs (HMRC). We are required to make payments if deemed appropriate and patients meet the eligibility criteria based on the car engine size"

Guides and Contact Centre staff on Main Reception

Over the last couple of weeks there have been a small number of issues in this area. We are very keen to ensure the harmonious balance that our Guides usually experience when working with Contact Centre staff so have been in touch with their team managers. They are cascading to all their staff the need to make regular (appropriate) referrals to volunteers – either for directions or escort (as needed).

Please can we ask volunteer Guides to introduce themselves to the Contact Centre staff when they first arrive for duty/shift and proactively offer your help in providing directions etc when you see a need occurring - we know most of you are already doing this, so it is just a matter of keeping up the good work (and our thanks for doing so) – the staff will be briefed to expect this. The Contact Centre explained that their plan is always to have 2 staff at Main Reception because of the volume of enquiries – one agent and one apprentice. The apprentice should not be left alone at any time. I mentioned that sometimes this may mean that there is insufficient work for volunteers. We have therefore agreed with Contact Centre to keep this under review and Contact Centre can ensure more work for receptionists if there is a need. If you have any feedback regarding this please let us know and once again a big thank you for all your work and support – it is much appreciated.

Vending machines out of order or not in operation

Maggie has escalated this to Estates and Facilities who are currently chasing this with the providers Gentian.

Patient Courtesy Bus

Peter, our lovely Courtesy Bus driver, has been doubling up with volunteers to announce the arrival of the bus at stops. Normally when Peter is alone this is what he will do. Karen, who looks after the service, has had a very polite chat with Peter to compliment him on the great work he is doing and to remind him that when there is a volunteer with him on the bus, they will go to announce the arrival of the bus and collect customers. This means Peter can stay with the bus for the customers who remain on it and in case there are any issues with parking. Thanks for keeping us informed on this

Volunteering Opportunities

Please let us know if you'd like more information by emailing volunteer@addenbrookes.nhs.uk

- Active, (paediatric patient forum) volunteers
- Macmillan volunteers
- Courtesy Bus and wheelchair volunteers

Dates for the Diary – Coming up.....

Heart Start Training

Friday 8 September 14:00 – 16:00

Voice Services Customer Service Session

Wednesday 20 September 11:15 – 12:00

Please let us know if you'd like to attend by emailing volunteer@addenbrookes.nhs.uk