

A GREAT PLACE TO VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

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Of particular interest in this issue:

- Find out how Macmillan Benefits Services helps our patients
- What are the Hotel Services Department responsible for?
- Book sale
- New volunteering opportunities

A sea of red t-shirts and aprons at the Guildhall

Cambridge, Saturday 21 October will be remembered for Storm Brian blowing through the city and a very busy 'Volunteer for Cambridge' fair.

The Voluntary Services team plus some of our lovely volunteers spent the day in the Guildhall encouraging the 843 local residents and students who attended to donate their time to join our fabulous volunteer team here at CUH.

The team were kept very busy with an almost constant stream of enquiries from people interested in joining us, including: 6th formers interested in the Young Person's Programme, possible survey volunteers and guides, as well as some people showing us photos of their super-friendly (and cute) dogs who they now wish to register to be Pets as Therapy dogs.

A very big thank you to volunteers John, Duncan, Frank, Gordon and Charles who supported us on Saturday and whose experience and

enthusiasm for their volunteer roles really helped to inspire potential new recruits.



Charles, Rachael, Gordon and Ian

Infection Control Reminder:

With flu and norovirus in the community, it is even more important to ensure you practice excellent hand hygiene.

Please ensure you check with the nurse in charge before entering a side room which has the door closed.

Welcome to our new volunteers!

On Tuesday 10 October we welcomed another 8 new members to our fabulous volunteering team.

As always, if you see them around the Trust, please give them a very warm welcome



Anna, Bernadette, Sophia, Kuuya, Joanna, Chloe, Verna & Paul



Focus on... Macmillan Benefits Service



Being diagnosed with cancer is a huge shock and for many it is life-changing but knowing what financial and emotional support is available can help the future seem less daunting. In the next in our series about One Place, we're focusing on the support Macmillan Cancer Support, in partnership with Suffolk County Council Financial Inclusion and Advice Service (FIAS), offer our patients, families and carers affected by cancer.

Macmillan have shown that four in five people are on average £570 a month worse off as a result of a cancer diagnosis. Increased travel costs, heating bills and having to buy new clothes after chemotherapy are just some of the additional expenses people are burdened with during cancer. Often people are unable to work during and after treatment too.



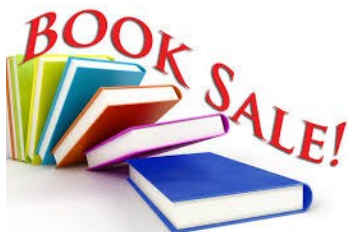
Here at CUH, Macmillan have a dedicated team of advisers based at One Place aiming to ensure that people affected by cancer are able to access the wide range of benefits and financial support that may be available, and to provide families with support through every step.

This includes:

- completing all claim forms for benefits
- assisting with Blue Badge applications
- accessing one off grant payments like Macmillan grants
- signposting to the appropriate partners for additional services



Macmillan Benefits Service team are available in One Place on most Wednesdays and Thursday so if you know someone who may be able to make use the service, they can self-refer by emailing macmillanbenefitsadvice@cscc.gov.uk or telephoning 0345 600 6257.



Thursday 2 November is almost upon us and its our book sale. There will also be jigsaws, CDs and cassettes for sale, all of which are in good condition. Proceeds from the sale will enable new books to be purchased for inpatients to borrow and to improve patient experience whilst in hospital.



It was the Outpatient Halloween Bake Sale on Wednesday and a big thank you goes to Volunteer Guides Robbie and Sue who did an amazing job and sold the lot!

Coming up....

Here's what's coming up in November and December do let us know if you are interested in attending:

- Thursday 2 November *Volunteers Book Fair*
- Friday 1-15 December *Annual reviews & Christmas 'get togethers'*
- Tuesday 5 December *Volunteer Forum*



Guest slot... Karen Frost, Hotel Services



Karen, Hotel Services Support Manager

Having worked here in Addenbrooke's Hotel Services for 18 years, Karen certainly knows the site back to front, just as well as one of her responsibilities is way finding including signage! The Hotel Services Department is, as the name suggests, responsible for all the services one gets in a hotel such as laundry, catering and cleaning.

As Support Services Manager, some say that what Karen doesn't know about Hotel Services is not worth knowing. She thrives on the challenges every day brings because whatever plans she may have for the day, she never really knows what is going to happen. She loves the operational side of her work and really appreciates the great team she works with, helping each other out.

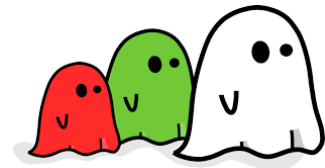
“Volunteers are my eyes and ears”

Perhaps not surprisingly, the most challenging aspect of her role continues to be parking onsite. It is such an emotive subject, particularly with winter coming, the demand for spaces will rise but of course the number of spaces does not. When there are issues with parking, this can have a huge impact on the flow of traffic around the site, including

ambulances. What is good to know is that Karen is in daily discussion with the car parking contractors to ensure the Trust is making the best use of the spaces.

Karen is driven to make the Trust as easy to navigate around as possible for patients, visitors and staff. Describing the volunteers as her 'eyes and ears', the feedback she gets on maps, signage etc, is invaluable as it is often as a result of patients' comments to the volunteers. One real success she has been involved in has been the Courtesy Bus, including helping to develop the Courtesy Bus Volunteer role. The time and compassion these and all our volunteers demonstrate, really does make a difference.

So if you think a sign is unclear, please do not get cross, just let us know and we'll contact Karen Frost!



Monthly Montage



October



A GREAT PLACE TO VOLUNTEER

Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road Cambridge, CB2 0QQ
Phone: 01223 586616
E-mail: volunteer@addenbrookes.nhs.uk
www.volunteering.cuh.org.uk

CUH VOLUNTEERS

Follow us:
[@CUH_Volunteers](https://twitter.com/CUH_Volunteers)

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



Other news.....

Volunteers Forum

Our next Volunteer Forum will be on Tuesday 5 December from 16.00-17.00.

Check-in Champions

We are still seeking 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.

Volunteering in Numbers - September 2017

2310.15 hours volunteered in August



964.15 hours on Wards



35 hours Trolley Services



72.5 hours Survey Team



Guides 528 hours



PAT dogs 27.5 hours



Clinics & Units 246.5 hours



Chaplaincy 436.5 hours



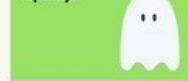
New volunteers start in September 2017 74 (68 YPP)



Total number of hours volunteered in 2017 15,961.15



You could watch The Addams Family movie approximately 9213 times - Spooky!



If calculated using the National Living Wage, volunteer hours saved the Trust approximately £119,708.63



Still time to protect yourself...

- Free flu jabs are still available every Monday to Friday from 07.00—18.00 in the following location:
- Opposite M&S 16 Oct - 17 Nov
- Having a flu jab not only helps protect yourself but also our patients from flu.



Don't forget!



Clocks go back 1 hour on Saturday night—hopefully you'll get to enjoy that extra hour in bed.

Volunteering Opportunities

Do you enjoy walking? Ever thought about walking and wayfinding? With some guides walking between 3 and 5 miles per shift, sometimes more, it's a good way to maintain or perhaps increase your fitness levels while helping our

patients and visitors.

We're on the look-out for some more **Clinic and Unit Volunteers** including Macmillan, Haematology Day Unit.

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.

