

A GREAT PLACE TO VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

Volume 1, Issue 6

September 2017

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Of particular interest in this issue:

- Find out about Outpatients
- Peter, Courtesy Bus Driver
- Flu jabs
- New volunteering opportunities

Infection Control Reminder:

Please ensure you check with the nurse in charge before 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.

Welcome to Young Persons' Programme Volunteers

With the weather showing that summer is well and truly over, schools and colleges recommenced and it was time too for our new cohort of Young People's Programme (YPP) volunteers to start. After completing the full application process, 68 young people attended the volunteer induction and had their first volunteer shifts the week of 4 September. Working in pairs and supported by a mentor, each volunteer is assigned a ward for 7 weeks before moving to a different ward to broaden their experience.

New YPP volunteer Paolo is interested in a career in medicine and felt it would be rewarding to cheer patients up on the wards. After only his 2nd shift, Paolo reported that his volunteering experience so far had been 'even more fun than he thought and really interesting meeting the patients'.

Andrew Keeble, who has coordinated the programme for the last year said "This cohort is the fifth overall and third that I have overseen. It's really nice to see the participants of the programme be so dedicated to come in every week and really grow in confidence over the 15 weeks of the programme. I know the patients and housekeepers find the cohorts' presence on the ward to be really beneficial and I think it's a

great experience for the young people to have."

Thank you to all the volunteers who took the time to mentor our new cohort, we really couldn't have managed without you.



A busy morning for the 68 YPP volunteers attending induction

Welcome to our new volunteers!

On Tuesday 12 September we welcomed another 11 new members to our fabulous volunteering team.

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

Alison, Christine, Dianne, Daniel, Eeva, Jennifer, Katie, Megan, Oriol, Patrick and Ruth all join us



Dianne, Jennifer and Alison

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Focus on... Outpatients



Robbie, Outpatient Guide

the feeling of panic reduced as he found he would be on time for the appointment rather than wandering around the hospital trying to find his way. It was the impact this kind, calm and helpful guide had on his visit which inspired him to become an outpatient guide himself, a role he has been undertaking for the last 7 years.

Since Robbie became a guide there have been many changes and developments around the Trust, including the opening of the new Rosie Hospital extension, the introduction of eHospital, as well as the construction of Addenbrooke's Road. However, in Outpatients, the biggest development has been the introduction on 15 May of the check-in kiosks.

“the feeling of panic reduced”

Brought in following feedback from a Care Quality Commission inspection, they enable greater confidentiality than at a traditional outpatient reception, as well as enabling a greater degree of patient choice on how they check-in. Since launch, the usage has risen from 2% to 5% with over 10,000 patients now using the

kiosks. Volunteers and reception staff having played a vital role in this increase.

Isabella More, Outpatients Transformation Support Manager reports that feedback from 100 patients, receptionists and volunteers has overall been quite good with 96% of patients giving a rating of 4/5. The feedback and ideas from volunteers has been useful, and a number of suggestions have been taken forward, for example changing the welcome screen from 'Hello' to 'Please check-in here.' Unfortunately there are some ideas which can't be taken forward, for instance the speed/responsiveness



Isabella Moore

of the kiosks nor the size or colour of the buttons.

Thank you to all our guides for your hard work helping our patients and visitors and sometimes staff to find their way around the Trust.

When many people think about hospitals, the image that springs to mind is one of patients being looked after in beds on wards. We all know this is nowhere near the full picture, as last year there were over 575,000 outpatient appointments and our guides play an essential role in helping the patients get to where they need to be.

Robbie, Outpatient Guide, remembers the first time he came to an outpatient clinic. Despite leaving plenty of time, he arrived with seconds to spare until his appointment. A friendly volunteer guide escorted him to the clinic and

Coming up.....

Here's what's coming up in October, do let us know if you are interested in attending:

- Wednesday 4 October *Be Disability Confident*
- Friday 13 October *Heartstart Training*
- Tuesday 17 October *Volunteer Forum*
- Wednesday 18 October *Customer Service*
- Thursday 19 October *Dementia Training*
- Thursday 2 November *Nutrition Training*



Guest slot... Peter, Courtesy Bus Driver



Peter, Courtesy Bus Driver

It is no secret that CUH is an enormous site and for some, moving from place to place on campus is just too much to contemplate unassisted. However, the good news is that for the last 6 months or so, Peter the Courtesy Bus driver, has been ready to collect patients from stops around the site and deliver them to where they need to be.

On average, the courtesy bus has 80 passengers a day. Journeys can sometimes be short, for instance from Outpatients to the Main Entrance, or from one end of the site to the other. Whether a person is a bus regular or 'first-timer' Peter is always friendly and aims for everyone to leave the bus with a smile.

Cheerful, kind and caring, Peter clearly loves his job and often goes the 'extra mile' to help our patients. This is demonstrated in a number of ways; from using a patient's treatment timetable to ensure the patient didn't have to walk to and from the onsite hostel to have treatment at the Oncology Unit, to leading sing-songs when children are on the bus. And yes, the song of choice is 'wheels on the bus!'

Not only is the site huge, it is naturally very busy with people being

dropped off in cars, ambulances, taxis and their parking can impede the route of, and access to, the courtesy bus, something which Peter finds frustrating. However, with the support of our Courtesy Bus and Wheelchair volunteers, this is much less of a problem. The volunteers announce the arrival of the bus to patients, and can push them in wheelchair to the bus. With a map in hand, the volunteers can also advise patients of the best stop to get off for their needs, saving the patient wasted time and energy.

If like Peter, you like the fresh air, helping people and perhaps even a singsong, then get in touch as you might be a great courtesy bus and wheelchair volunteer.

Monthly Montage



September



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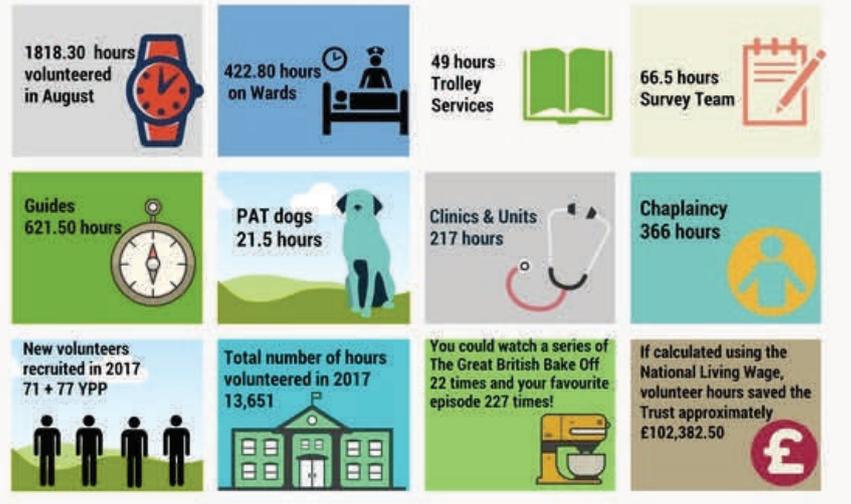
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E-mail: volunteer@addenbrookes.nhs.uk
www.volunteering.cuh.org.uk

CUH VOLUNTEERS

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

Volunteering in Numbers - August 2017



Protect yourself....

- With the flu season around the corner, the NHS flu campaign is about to start. Free flu jabs will be available from 2 October, every Monday to Friday from 07.00—18.00 in the following locations:
- F&G6: 2—13 Oct
- ATC Atrium: 16-20 Oct
- Opposite M&S 16 Oct - 17 Nov



Having a flu jab not only helps protect yourself but also our patients from flu.

THANK YOU!

Other news.....

Volunteers Forum

Our next Volunteer Forum will be on Tuesday 17 October from 10.00-11.00.

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.

Sing! Sing! Sing!

Addenbrooke's choir are looking for new members and no experience needed. It is an a cappella choir, there is no need to be able to read music as everything is taught by ear. There are many benefits of singing in a choir including improved well-being, lowering stress, as well as building confidence. The choir meets on a Monday evening at the Alice Fisher lecture theatre from 7.30-9.30 pm. There is a £10 registration fee then £5 cost to attend each rehearsal. Contact addenbrookeschoir@gmail.com for more information.

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 and the new 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.