

A GREAT
PLACE TO
VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

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Of particular interest in this issue:

- What is the Trust's focus going forward
- Role of Foundation Trust Members
- New volunteering opportunities

Not feeling well?

As we're well into the coughs and colds season please be extra vigilant in your hand hygiene.

Although we really value the time you donate to volunteering here, if you're not feeling well we'd much rather you rested and got better than come in.

Just let us know by phoning 01223 586616 or emailing volunteer@addenbrookes.nhs.uk

2018 gets off to a flying start

I'm sure by now you'll have finished off your Christmas cake, would rather not see another mince pie for a long time and have perhaps already booked a few mini-breaks or holidays for this later this year.

We've already been very busy, including welcoming our new cohort onto the Young Person's Programme. In total we have had 93 16-19 year olds start the programme during the 2nd week of January, volunteering after school/college from 16.30-18.30. We are grateful to the volunteers from YPP previous cohorts who showed them the ropes, many of whom came in multiple times during the week to mentor.

In 2018 we're looking forward to developing more volunteer roles, having volunteers on more wards and clinics so keep an eye on future Adviser and Friday Bulletins. As always we look forward to seeing you at the volunteer forums, the next

one being on Tuesday 30 January, and hope you take advantage of the opportunities to attend training sessions such as Heartstart, dementia training, and grief and loss training. At the beginning of June we will of course be celebrating Volunteer Week, including having our volunteer celebration lunch - we look forward to seeing as many of you there as possible (more details to follow in due course).

If you are interested in attending any of our

forums, training sessions, or other events, just let us know by emailing volunteer@addenbrookes.nhs.uk



Oscar & Seth being mentored by Edoardo on D8 where Dores is Housekeeper

Welcome to our new volunteers!

On Tuesday 16 January we welcomed our first new volunteers of 2018 to our fabulous team. There were 16 new volunteers in total including 8 joining the chaplaincy team, the rest joining ward teams, courtesy bus and wheelchair team, the Rosie wards team, Radio Addenbrooke's, and PAT dog.

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



Focus on..... CUH strategy



Marianne Monie

In this month's Focus on... Marianne Monie, Director of Strategy at CUH explains her role as well as giving us an insight into the CUH strategy.

Marianne has had a variety of roles since joining CUH in 2013, including in the central operations team and coordinating the 'floor walker' support when eHospital was launched and has been Director of Strategy since May 2017.

Marianne explains that despite being recognised rated as Outstanding in

care by the Care Quality Commission (CQC) in September 2015, the Trust's overall rating was inadequate and we were put into Special Measures. Since that time, a lot of progress has been made in improving quality in many areas, and the Trust was taken out of Special Measures in January 2017 following a CQC re-inspection rating CUH as good.

Working with a team of 4, she is responsible for coordinating the business and strategic planning in the Trust, namely how the organisation plans and prioritises its services for patients. She enjoys working with the wide variety of people in the Trust and hearing about all the amazing things our clinicians and other colleagues do, for instance the detailed improvement work for patients having a hip or knee replacement, including for example looking at which drugs are better suited for certain patients to avoid nausea, and therefore can help patients get up and about more quickly following an operation.

Looking forward, the Trust's focus will be on delivering four major programmes of work to improve the quality, safety and experience of care for our patients. Under the umbrella title "CUH Together" these are:

ensuring that patients see the right person as soon as possible, with no long waits for treatment, and able to leave hospital at the right time.

- Working with our communities – working with partners to provide care closer to people's homes and help people stay at home when they're unwell.
- Strengthening the organisation – the right staff in the right places to look after patients, with facilities that are fit for purpose.
- Contributing nationally and internationally – continuing to develop research, education, and innovation in healthcare that will lead to the treatments of the future.

Marianne fully recognises the value of our volunteers in improving our patients' experience. Whether it be assisting a patient to get to their outpatient clinic on time, announcing the arrival of the Courtesy Bus, encouraging a patient to eat a meal, or indeed walking with a patient to the day room to help end PJ paralysis, all makes a huge difference to our patients wellbeing. Just that friendly smile or kind word, or listening ear can make someone's day.

- Improving patient journeys –

Coming up.....

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

- Tuesday 30 January Volunteer Forum
- Thursday 1 February Dementia Champion Training (all day)
- Thursday 8 February Book Sale
- Wednesday 21 February Medicine for Members talk
- Thursday 22 February Dementia Workshop (2 hours)
- Friday 23 February Be Disability Confident



Guest slot... Philippa Wiffen, Membership Services Manager



Philippa Wiffen

As a volunteer you are automatically enrolled into CUH's Foundation Trust (FT) Membership, but what does this entail? Philippa Wiffen, Membership Services Manager at CUH explains.

Before I started at CUH a year ago I had never heard of Foundation Trust Memberships, I hadn't realised there was a way to scrutinise the decision making of the

Board of Directors from where I sat in the community, so as someone who has a keen interest in how my local healthcare was delivered I was sold – even before I took up post!

A year later and I understand so much more about the benefits of membership, and why it's so important that the hospital has a representative membership it can consult with when deciding how to develop its services – FT membership ensures accountability from the hospital at Board level through to the people the hospital serves. For anyone who wants a say in how CUH is run, FT Membership is a very useful first step, and best of all **you** decide how much time you can devote to it. For many, membership is a way to keep in touch with CUH regarding the latest developments in the hospitals. However, you can also choose to be consulted about significant changes or new services. You will receive invites to our popular Medicine for Members lectures (see insert) and other events such as the Annual Public Meeting, which this year incorporated a round table feedback exercise where Members sat on tables alongside senior hospital staff to feedback ideas on improving Discharge and A&E. As volunteers you have a unique 360

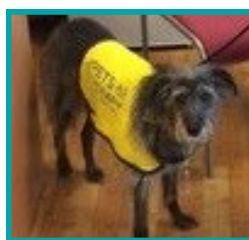
degree view on how the hospital is run, your opinion is very important to us.

Many members get involved with other projects too, volunteering to be on reader panels (commenting on/proof reading patient information leaflets), taking part in research projects and conducting Patient-led Assessments of the Care Environment (PLACE). The amount of time you devote to membership on top of volunteering is up to you – no contribution is too small.

In addition to the above, Members get to vote each year in the Council of Governor elections and can even stand as a governor themselves. If you want to learn more about being a governor contact me for an informal chat – the election process starts in March, so plenty of time to consider your involvement.

Regardless, I hope to see you at our next Medicine for Members lecture, which will take place on Wednesday 21 February in the William Harvey lecture theatre in the Clinical School, see you there!

Monthly Montage



January



A GREAT PLACE TO VOLUNTEER

Voluntary Services
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Cambridge University NHS Foundation
Trust
Hills Road

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 30 January from 10.00-11.00**. This forum the topic will have the opportunity to hear about the MyChart patient portal.

On the look-out for something to read or do?

Our next book and jigsaw puzzle sale will take place on Thursday 8 February from 10.00-15.00 in the Concourse. All items are in good condition and proceeds will enable us to help improve patient experience.



Happy Birthday NHS

We are incredibly fortunate to have a health service which is free at the point of

Volunteering in Numbers - December 2017

1491.7 hours
volunteered
in December



474 hours
on Wards



45.5 hours
Trolley
Services



52.5 hours
Survey Team



Guides
403 hours



PAT dogs
21.2 hours



Clinics & Units
121.5 hours



Chaplaincy
374 hours



New volunteers
started in 2017
95 + 145 YPP



Total number of hours
volunteered in 2017
22975.65



In 975 days you could
hold the 6 Nations
Championship almost
23 times



If calculated using the
National Living Wage,
volunteer hours saved the
Trust approximately
£179,899.33



Car Parking

- Over the past week or so a number of volunteers have struggled to find a place to park in car park H. Due to the rotten weather we have been experiencing, more staff have been driving onto site with Car Park H acting as an overflow for shift workers.
- If car park H is full, you will be able to park as a visitor in car parks 1 or 2 and the Voluntary Services team will stamp your ticket to ensure you get free parking



need and this year, our amazing NHS is celebrating its 70th birthday.

We'll keep you posted on how CUH will be celebrating this remarkable British institution so look out for updates in Friday News Flash and Adviser.

NHS 70

Flu update

Flu continues to headline our weekly news—a quick update: as of Thursday 25 January two bays closed on MSEU and 1 bay closed on the Lewin.

Calling all knitters....!

The request for knitting twiddlemuffs is back and on a permanent basis. These are now going to be distributed by our Dementia Specialist Nurse Jacqueline Young.



Volunteering Opportunities

Do you enjoy walking? Ever thought about walking and way finding? 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 in Clinic 1a on Tuesday mornings as well as volunteer guides and outpatient check-in champions.

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.

THANK YOU!