



NEWS FLASH

Cambridge University Hospitals 
NHS Foundation Trust

**A GREAT
PLACE TO
VOLUNTEER**

9th February 2018



Our patient library volunteer team held a book sale in the Concourse on Thursday 8th February to raise funds for new books to be purchased for inpatients to borrow and to improve patient experience. The total raised from the sale totalled to a brilliant £138! A huge well done and thank you to Karen and Dorothy who ran the sale.

Twiddle muffs and Neural Knitworks

As featured last week, the request for knitting twiddle muffs is back and on a permanent basis. Please drop off any Twiddle muff creations to a member of the team in the office. Attached to the Friday Flash email will be information regarding Neural Knitworks – a project promoting neuroscience and brain health. They will be at the 2018 Cambridge Science Festival, encouraging people to knit neurons while learning about the brain from Cambridge University neuroscientists.

Dementia Training

Whatever their role, volunteers are likely to meet people with dementia. To help gain a greater understanding of the condition, we offer an introductory course which aims to improve confidence and communication skills when interacting with people who have dementia. The session is 2 hours long and is run by a specialist support nurse. The next session available for booking onto will be on Thursday 22nd February 2018, running from 10:00 – 12:00. If you are interested in attending this course, or would like any more information please email

volunteer@addenbrookes.nhs.uk

Customer Services Session

The Contact Centre team are kindly running a fun and interactive session looking into areas of customer service, such what it is and why it is important. The session will also go into how to deal with difficult behaviour and how to overcome barriers to effective communication. The next session available for booking onto will be on Tuesday 20th February 2018, running from 13:30 – 15:00. If you are interested in attending this course, or would like any more information please email volunteer@addenbrookes.nhs.uk

Moving on

We wish a very fond farewell to Louisa our Macmillan Cancer Information & Support Manager. Louisa has achieved amazing results in her time here, developing a team of approximately 30 volunteers who do an amazing job in Oncology Outpatients – making an incredible difference to patients and their carers on a daily basis. Well done Louisa – we will miss you and our very best wishes for the future

Louisa leaves a message for the MCISS volunteers:

“I would like to thank each and every one of you for being part of a loyal and passionate team of volunteers, of whom I am tremendously proud. Remember, you have been and continue to be integral to the development of a service that didn't exist just over 3 years ago. Long it may continue! I shall miss you all very much. Thanks again for your contribution and wishing you every success in the future.”

Dates for the Diary – Coming up.....

Customer Services Session	Tuesday 20 February 13:30 – 15:00
Medicine for Members Lecture	Wednesday 21 February 18.30 – 19.30
Dementia Training	Thursday 22 February 10:00 – 12:00
Be Disability Confident Training	Wednesday 28 February 09:00 – 15:00

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

Volunteering Opportunities

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

- Library
- Lewin Garden club
- Clinics and Units
- Guiding