



NEWS FLASH

Cambridge University Hospitals 
NHS Foundation Trust

**A GREAT
PLACE TO
VOLUNTEER**

2nd March 2018

CQC Inspection Spring/Summer at CUH – Message from Maggie

We have recently been informed that we can expect a visit from CQC Inspectors at the Trust sometime between Spring/Summer 2018. This may be unannounced or announced. In preparation of this we would ask you to read the information that we have attached to the Friday Flash email. Our policy during the visit is always business as usual and I want to reassure that visits are nothing to be concerned about but it is good to be prepared and this information is meant for that purpose. If you have any questions please do not hesitate to get in touch with myself or a member of the Volunteer services team. In addition, a big thank you to the guides who have come forward to offer their time to show the CQC inspectors around the campus.

- Maggie Brown, Voluntary Services Manager

Hand Hygiene

Recently we have had many instances of ward and bay closures due to flu and norovirus so when you are around the hospital, please remember to practice good hand hygiene when in and around patient areas. This will not only help protect your own health but also that of our patients.

Help with EEAST patient transport

From Monday, Claire Long from East of England Ambulance Service (EEAST) will be based at the Trust to assist with patient transport booked through the call centre from 10:00-18:00.

Claire will have direct access to EEAST's control room in order to update us on the status of bookings. She will be able to check all transport requests booked on the system and will liaise with wards to ensure the appropriate transport has been booked, and that patients are ready to go at the planned time.

Initially this will be on a part-time basis, before moving to full-time from Monday 26 March, and we anticipate this will greatly help with the flow of patients who have transport booked with EEAST.

Please contact the patient transport team with any queries on **x216438**, **x596304** or **x216210**.

Science Festival Volunteers

On 25 March Addenbrooke's will open its doors to the public as part of this year's Science Festival. We've received a request for volunteers to meet and greet people going on tours in Main Reception and take them to their destination and then bring them back down again to catch the bus. If you would like to help out or have any questions, please contact Gill Wilson directly on gill.wilson@addenbrookes.nhs.uk

Twiddle muffs

Thank you to all who have donated twiddle muffs recently, including Judy who donated some last week. If you are planning to donate any twiddle muff creations, please be aware that we have now been advised that the creations should not include anything that the patients could pull off easily as they could cause a choke hazard.

Dates for the Diary – Coming up.....

Customer Services Session

Thursday 29 March 11:00 – 12:30

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