



NEWS FLASH

15th June 2018

New desk in Outpatients - update

Both Tracey (outpatient's deputy manager) and Andi (outpatient's manager) were in last weekend and have rearranged the seating area. They will observe over the coming days to see if there is an improvement in the bottleneck of people caused when there are obstructions in the area. Tracey says: "the outpatient area will unfortunately always have these issues due to; its size in relation to the number of patients who attend our clinics and the hindrance of the pillars which we are unable to change. The bottle necks, long queues have always been there and will unfortunately continue to be unless the whole outpatients department is made bigger. The new desk area was implemented to allow us to introduce a new outpatient receptionist and make the travel claims desk safer which it has done, it was always going to be a bit of trial and error, but we will get there. Please reassure your team we are constantly monitoring the situation in order to ensure we give our visitors/patients the best experience when they visit outpatients."

Volunteer Uniform

We have had some items of volunteer uniform go missing from the small kitchen next to the main reception. We advise all volunteers to take their uniforms home at the end of their sessions. (If you have by mistake borrowed any items we would be very grateful if you could bring them back).

Volunteer Forum

We had a fantastic forum on Tuesday and thank you to everyone that came along. We had talks from both the Maggie's Wallace Centre and the Handyman service from Age UKCAP. The presentations and notes are attached to this week's email.

Volunteer Lunch

Mike More had a wonderful time at the Volunteers lunch and wanted to express his thanks to everyone. The letter from Mike is attached to this week's email.

Headway

Headway will now be in One Place on Thursdays 14:00-15:30. Headway is the UK-wide charity that works to improve life after brain injury. Through its network of more than 125 groups and branches across the UK, it provides support, services and information to brain injury survivors, their families and carers, as well as to professionals in the health and legal fields.

Dates for the Diary – Coming up.....

If you are not sure where to go for training please contact the office.

Dementia Training	Thursday 28 June	10:00 – 12:00
Heart Start Training	Friday 14 th August	14:00 – 16:00
NHS 70th Birthday Party	Thursday 5th July	14:00 – 16:00 Hexagon

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

- ACTIVE volunteer
- Clinics and Units
- Library
- Ward volunteers

**A GREAT
PLACE TO
VOLUNTEER**