

**A GREAT
PLACE TO
VOLUNTEER**

Adviser

ADdenbrookes Volunteers Information & Events Review

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Of particular interest in this issue:

- NHS at 70
- What happens at Challis House
- On the move....
- New volunteering opportunities

Keep it confidential!

Just a quick reminder it is essential to keep information about all our patients confidential.

It is very likely that at some point all volunteers will come across someone they know or a friend of a friend during their shift but it is absolutely essential not to discuss the patient or visitor with other people, even with other volunteers who know them too.

Celebrating the NHS at 70

It was an absolutely scorching day and we were in the mood for celebrating our amazing NHS which has touched each and every one of us throughout our lives. Across the hospital there were a variety of events including cake in the concourse and of course our volunteer heroes in the Hexagon!

The event was attended by over 80 volunteers and key members of staff who were greeted by Jo Hadrill's soothing harp music, treated to a delicious cream tea, strawberries and cream for which we must say a big thank you to Compass for donating finishing up of course with birthday cake. David Wherrett, Director of Workforce opened the event, describing footage he had seen of a GP where a family needed medical help but were clearly going to struggle to pay the bill. It certainly brought home how fortunate we are to be able to have care at the point of need without the concern of paying for it.

As well as a book stall and a display by the Addenbrooke's archives, party goers were treated to a recital by the extremely talented Perse String Quartet, a very informative talk by Melanie Wicken from Age UK, plus entertaining songs from Campus Sound choir. 'Happy Birthday' was of course sung, cake cut and distributed.

ITV Anglia popped in resulting in ward volunteer Faisal having a starring role in the Anglia News at 18.00. Volunteer guide Dave

was also on camera helping out in the concourse, taking people's pledges to mark the birthday.

Thank you to everyone who helped us with the event including Karen, Tina, Margaret, Christine, Hilary as well as the Perse String Quartet, Melanie Wicken and Campus Sound.



Enjoying a cream tea and strawberries

Welcome to our new volunteers!

We were proud to welcome 6 more volunteers to our amazing team on Tuesday 10 July.

They will be making a difference to patients as ward volunteers, volunteer guides and also a PAT volunteer, so please say hello when you see them.



Darren, Bethan, Peter, Qingyi, Dawn & Eleanor

Focus on..... Clinical Communication Skills Team



Have you ever been to a doctor's appointment and been asked if you'd be happy to have a medical student doctor sit in on consultation with you? After seeing a doctor, have you thought they had 'a good bedside manner' and wondered how these skills are developed? Stephanie Smith, Clinical Communication Skills Unit (CCSU) Tutor plays a key part in this, by organising 3 of the 4 'Preparing for Patients' modules undertaken by the year 3 medical students.

No stranger to CUH, Stephanie has been at the Trust for 14 years, most recently as the combined kidney and pancreas coordinator. She looked after patients before, during and after their transplant and although she loved her job, she had always planned to be involved in clinical education and the family friendly working pattern is a much better fit. Now working for the Clinical School, Stephanie needs your help.

It is well known that the road to becoming a doctor is a long one with 6 years at medical school. The first 3 years are lecture-based with no patient contact until years 4-6. At this

point some medical students have never been on a ward, let alone spoken to a patient, so the 'Preparing for Patients' modules organised and run by the CCSU team help ease them into this new stage of training. Students have a variety of day visits including at a GP surgery, at a hospital supervised by a consultant, within a voluntary organisation as well as a complimentary therapy centre. Before each visit the students receive a preparatory lecture and a debrief session following. It is a great opportunity for the students to put into practice some of things they have learnt and as one student put it "it reminded me why I went into medicine".

The final 'Preparing for Patients' module is the most in-depth one whereby students go in pairs to visit a pregnant woman at home on 4 occasions. These home visits enable the students to practice their interviewing skills, build a longitudinal relationship with the woman and help to mesh what theory they have learnt into practice. The students gain insight into the impact of the pregnancy on the woman and the family before going through a life changing experience with the final visit focusing on how the family are adapting once the baby has arrived. At the end of their home visits, the



students have a review session with an expert health care professional, where issues the family have can be reviewed i.e. post-natal depression. It is a chance for the students to reflect on what patient interviewing skills worked well and which they had difficulty in practising. Some students say they build up a good rapport with the pregnant lady

"It made me remember why I went into medicine"

but found it difficult knowing how to politely steer the interviews back on track to the information they needed.

In years 4-6, the students have CCS sessions running alongside their clinical placements. During these final years, it is all about learning the clinical communication skills needed to be a doctor. The students practice their communication skills such as breaking bad news in a role play setting, getting feedback from the trained role player, their peers, as well as the facilitator on how the 'consultation' went. These are filmed and are kept by the student to aide their learning. One of the recent graduates, Ali, created a short video which gives a real flavour of the CCS sessions <https://www.youtube.com/watch?v=ABEDIGjTurk&sns=em>

If you would like to help recruit pregnant ladies for module 4 of the Preparing for Patients programme, please email volunteer@addenbrookes.nhs.uk or speak to a member of the Voluntary Services team.

Coming up.....

There are a few things in August, September and October which you may be interested in attending:

August

- Tuesday 14th: Volunteer Forum & Consultation Group
- Friday 17th: Heart Start Training

September

- Wednesday 12th: Medicine for Members (volunteer help needed)
- Monday 17th: Annual Public Meeting (volunteer help needed)
- Wednesday 26th: Be Disability Confident

October

- Thursday 18th: Dementia Training



Guest slot..... Andy, Volunteer Guide



Challis House, Sawston

We always appreciate the time you give to volunteering here at CUH, but are amazed at how many of our volunteers also donate their time and energy volunteering elsewhere. Below Andy describes his other volunteer role.

I've been working as a volunteer guide on Main Reception since 2011. It's only one morning a week but a very rewarding job. I've thought of doing more, but I also volunteer two mornings a week at the Challis Garden in Sawston, plus other activities, so my life is fairly busy already!

The Challis Garden is a two acre plot hidden away behind the Challis House on the the High Street in the middle of Sawston. The house and garden were left to the village in 2006 by Mary Challis, a spinster whose family had lived in Sawston for five generations. She had no close relatives and decided to donate them to the village.

The house and garden were in very poor condition when she died, and a devoted group of volunteers have worked hard over the last 12 years to refurbish the house as a museum and revive the garden as an amenity for the local people.

It is now a wonderful place for people to come along and relax in tranquil surroundings. There is a large pond, a woodland walk and an orchard which dates back over a hundred years. A team of around 20 volunteers are constantly improving the garden, and the house offers a variety of historical exhibitions. We run a number of events for the local community throughout the year, including a horticultural show at the beginning of

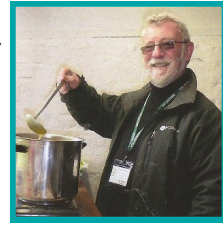
September. My jobs include keeping the lawns cut and hedges trimmed, looking after the vegetable

plot (we sell lots of produce and plants to visitors). It's a never-ending challenge to maintain and improve the place, and we hold a variety of events throughout the year to get the local community involved.

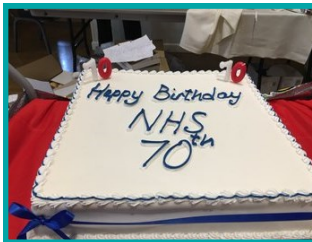
I suppose that what I enjoy at the Challis is similar to working as a guide - doing something useful, working with nice people and keeping fit. I also really enjoy gardening and have an allotment in the village.

The garden is open on Tuesday, Thursday and Saturday morning, and Sunday afternoons throughout the year.

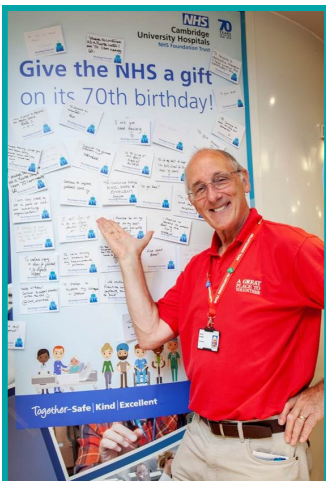
If you'd like to share your story of volunteering elsewhere, please let us know. Email address ????



Monthly Montage



July



A GREAT PLACE TO VOLUNTEER

Voluntary Services
Box 214
Cambridge University NHS Foundation
Trust
Hills Road

Phone: 01223 586616
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 - June 2018



Reminder... hand hygiene!

We have been informed there are some hospital acquired infections within the Trust.

To help keep our patients and you safe, It is absolutely essential that everyone washes their hands effectively when entering and leaving a clinical area. If going from one clinic or ward to another, please ensure you wash your hands each time.



Other news.....

Hot, hot, hot!

In this hot spell we're having please remember to keep hydrated and if you are not feeling well, please stay at home in the cool.



We know it can be tempting to put on a pair of shorts, a strappy top and flip flops, but just please remember that for health, safety and 'volunteer professionalism' reasons, please always wear close-toe shoes and do not wear shorts or spaghetti-strap tops. Thank you for your understanding.

Volunteer Forum/Volunteer Consultation Group

Our next Volunteer Forum/Volunteer Consultation Group is on Tuesday 14 August from 16.00-18.00 in J3 seminar room. We have Sinead Wareham from the Contact Centre coming to speak.

The call of the hills...

Our fabulous Volunteer Coordinator, Rachael, will be leaving us in mid September to return to hilly Sheffield.



If you would like to pop in to wish her well, we will be having tea and cakes on Friday 14 September, her last day, from 14.00 — 16.00 in the Voluntary Services office. Please let us know if you'd be coming by emailing volunteer@addenbrookes.nhs.uk. Hope to see you there!

Volunteering Opportunities

Do you have a passion for reading or spreading your love of books? We are in need of some **library volunteers** to visit the wards with our books.

We're on the look-out for some more **Clinic and Unit Volunteers, Ward Volunteer and Ward Visitors**.

For any of these roles, please contact us at volunteer@addenbrookes.nhs.uk to express your interest.

