



A GREAT PLACE TO VOLUNTEER

Adviser

ADdenbrookes Volunteers Information & Events Review

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Of particular interest in this issue:

- What's it like being a Staff Governor?
- Experience with American Battle Monuments Commission
- New volunteering opportunities

Going up.....

We recently received a reminder that the C&D bed lifts are just for transferring patients in beds to and from procedures.

Please ensure you only use the staff/visitor lifts as this will help ensure patients are not delayed in their procedures.



Health Secretary takes opportunity to praise volunteers

There were exciting times at CUH on Monday 7 October when Health Secretary Matt Hancock visited the Trust and volunteers were in the thick of it! The visit came hot on the heels of the government announcement of seed funding for CUH to plan to build a new Addenbrooke's hospital.

Part of Mr Hancock's visit included a question and answer session with around 50 attendees, including 3 volunteers. Mr Hancock praised the amazing work of our volunteers, recognising that "volunteers play a crucial role in our health and care system". Sue, one of our Thursday guides, got the opportunity to give her observation that more and more people queuing to be seen in the Emergency Department must be taking a toll on the staff. Mr Hancock acknowledged the pressures that our staff and volunteers are working under.

The rest of the visit included visiting the Rosie Hospital, visiting the site of the new Children's Hospital as well as hearing from members of the Executive

team about plans for the new Addenbrooke's Hospital.



Matt Hancock being grilled at a Q&A session



Welcome to our new volunteers!

It was a small group of volunteers at Induction on 16 October but we were delighted to greet welcome them nonetheless!

They will be making a difference to patients as ward volunteers and wheelchair volunteer so please give them a cheery hello when you see them.



Luci, Rima & Alison

Focus on..... Bill Davidson, Macmillan Volunter & Staff Governor



This article gives you a brief description of the role of a CUH Trust Governor and my first impressions of being one. I was elected a Staff Governor 3 months ago and so it is very early in my 3-year term and I am still learning – both about the management of the hospital and what it means to be a Governor.

But first a bit of background on who I am. I have been a volunteer in Oncology for 4 years, providing information and support for patients and their families. I trained as a civil engineer and for much of my working life have been an employee in state owned organisations that provide essential public services, firstly water and then rail. I am now a self-employed consultant and currently work 2 days a week in London helping the rail industry justify requests to government and the regulator for sufficient funding.

So what does a Governor do?

Governors represent the hospital Trust membership (comprising public, patients and staff) by providing oversight of the stewardship and development of the Trust. They perform a guardianship and advisory function to the Board of directors and have several specific duties, including the following:

- representing the interests of members and the public in the management of the hospital;
- holding the non-executive directors individually and collectively to account for the performance of the Board;
- expressing a view on the Trust's forward plan;
- appointing the chair and non-executive directors of the Trust;
- setting the remuneration of the chair and non-executives.

Governors carry out their role in a variety of ways such as: by receiving performance information and other reports, by attending meetings with directors, by discussing performance issues and proposals for the development of the Trust amongst themselves and with directors, by requiring directors to explain and justify their decisions, and by participating across a range of hospital committees. They also have the opportunity to interact directly with patients and staff during regular inspections of wards and clinics. Governors are not paid.

How do you become a Governor and how many Governors are there?

As an NHS Foundation Trust, CUH is a public benefit (not-for-profit) organisation that is effectively owned by its members. There are 3 groups of members.

- Public members (about 5,000) who elect 7 Governors;
- Patient members (about 4,500) who elect 8 Governors, and
- Staff members (about 10,000 including volunteers) who elect 4 Governors.

There are also 10 partnership governors who are appointed by other local organisations including universities, local councils, Royal Papworth hospital, research institutes and the Clinical Commissioning Group.

What have I done so far?

Read lots of very thick reports on the management and performance of the hospital and learned some new 3 letter acronyms! Attended several meetings with the directors, joined some working groups and been appointed to the nomination and remuneration committee. I am currently spending about 1 day per week being a Governor, I'm enjoying it, learning new things and facing new challenges.

If you have a question or want to know more about the governance of the hospital please contact me on: bill.davidson@addenbrookes.nhs.uk

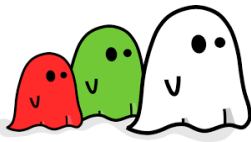
Coming up.....

There are a few things in November which you may be interested in attending:

November

- | | |
|-----------------|---------------------------------|
| Tuesday 5th: | Volunteer Mandatory Training |
| Wednesday 6th: | Nutrition Training |
| Wednesday 13th: | Be Disability Confident |
| Friday 22nd | Sage & Thyme |
| | Volunteer Mandatory Training |
| Monday 25th | Face to Face Mandatory Training |
| Wednesday 27th | Sage & Thyme |





Guest slot... Arthur, Volunteer Guide



With Remembrance Day just around the corner, this month we hear from Volunteer Guide Arthur about his time working for the American Battle Monuments Commission.

As a volunteer, guiding at Addenbrookes was for me a logical progression as I have spent nearly all my life in Cambridge. On leaving school I trained as a teacher, schools' adviser and then became a Headmaster. In 1994 in search of new opportunities I spent time in the Himalayas before working as a tour guide and manager of a travel company in Cambridge.

In 2002 I took a job with the American Battle Monuments Commission at the Cambridge American Cemetery. This brought me into contact with a wide range of people: visitors, family members seeking the grave of a parent who had died before they were born, Ambassadors, Generals, Congressmen and Senators as well as Veterans of the Second World War. I will remain tight lipped over my experience of working with the US Secret Service.

In 2014 I was interviewed by the American Air Museum at Duxford; you can see this on screen as part of their revamped exhibition. I was fortunate to meet many interesting people and the one I enjoyed meeting most was the legendary figure of Walter Cronkite. I also made a film which was recently shown on the History Channel.

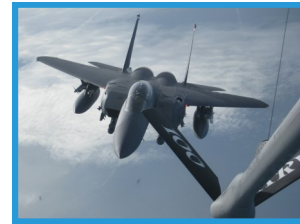
My work was varied, each day would bring a new challenge. The most rewarding part was meeting returning veterans and to hear them recount what life was like for an 18-year-old crew member who had never left his hometown till he signed up. To hear a 95-year-old veteran who was there on D Day recount how all those around him were either killed or wounded yet he came ashore without a scratch is more than humbling. That is why I spent much of my time researching some of the stories behind the names of those the cemetery commemorates. It is so important that we tell today's generation about those who gave their lives for us: Who were they? Where did they come from? What did they do? To look at a headstone and from just a single inscription be able to research that person's story and tell it to others gives one immense satisfaction.

One of the most frequently asked questions was, do you commemorate anyone famous. I always told visitors that whatever the rank of a person or what

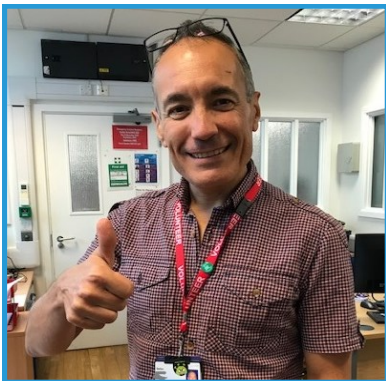
they did was immaterial. Quite simply "All gave some and some gave all".

We owe it to those who made the final sacrifice to ensure their memory lives on for ever more. There is no manual on grief but my experiences of working at Madingley must remind us of the debt we still owe to so many.

On a lighter note I was fortunate to make many memorable trips the beaches of Normandy. Witnessing the Last post at the Menin Gate will stay with me forever. Perhaps my most enjoyable time was being paid to go to Las Vegas. Although it was for a conference a colleague and I were able to combine it with a working trip to many of the great National Parks of the States including Bryce Canyon and the Grand Canyon. However, the most spectacular trip was when the US Air Force invited me on a mid-air refuelling mission over the North Sea enabling me to take some breath-taking pictures.



Monthly Montage



September



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



Other news.....



With the drop-in flu clinics back in full flow, we thought we'd share some of Doctor Flu's Myth Busters!

- * The vaccine cannot give you flu. It is a completely inactivated vaccine and doesn't contain a live virus
- * The flu is not like chickenpox, if you've had it before you can catch it again
- * Healthy people can die from flu. Public Health England estimate that on average 8000 people die from flu in England each year.
- * The side effects of the flu jab are mild or non-existent. The most common side-effect is soreness around the site of infection.

Volunteering in Numbers - September 2019



RITA

The first Reminiscence Interactive Therapy Activities (RITA) training session for volunteers was held this month and proved a hit for attendees. Stefan, Ward C6 volunteer, gave explained "The RITA training was very worthwhile. I was surprised at the large amount of resources it offers from TV clips, photographs, games, and music—all of which I can see of being great use in interacting with patients. It looked very simple to use too and I can't wait to start using it on the ward." If you're a ward volunteer, look out for the training sessions taking place next year.



Don't forget the clocks go back this weekend!

Book Sale Success



Karen selling some books

Thank you to the Volunteer Library Team who held a book sale on Friday 11 October raising almost £70 to help improve our patients' experience.



Volunteering Opportunities

We are on the look-out for some more **Dance and Movement volunteers**, particularly on a Thursday afternoon to assist with regular dance workshops held on some wards.

We're also on the look-out for some more **Clinic and Unit Volunteers, Ward Volunteers and Ward Visitors** as well as **Courtesy Bus and Wheelchair Volunteers**.

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

