

**Bumper Special
Edition**

Virtual Volunteering Times

Volume 1, issue 9

5 June 2020

**A GREAT
PLACE TO
VOLUNTEER**

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A huge thank you to all our volunteers



.....this week is Volunteer Week and I can't think of a better time to put out a message to our fantastic volunteers to say a genuine thank you for all that you have done to support CUH Trust – our patients, visitors and staff.

I have been reflecting during the lockdown over my experience of volunteering over the last 25+ years and in my lifetime never has there been a more significant time for the compassion, dedication and altruism of volunteer work to pull us all through this challenging time. I cannot think of a world without the kindness of volunteering – from opening a door for a stranger to having a chat with a distressed patient, to clearing away litter on your local community recreation ground. What a poor society we would be without this. It is these acts of kindness no matter how small, that lift our lives, bring us joy, hope and faith for a positive future...and how important that is now.

In our preparations for Volunteer Week, I have the privilege of reading through our Volunteer Long Service brochure - a small window into the lives of some of our volunteers. Every year this exercise never fails to inspire me; the diversity of our volunteering team, their wealth of experience, the strength, commitment and modesty. It is your years of dedication and devotion, from a very special band of the community, that enrich the service we at CUH Trust are then able to provide. Nearly every entry will mention how privileged the volunteer felt to be able to help out /to be able to share a private moment/conversation with a patient. That they got a buzz from helping out and making a difference. I feel so lucky to work with such amazing people. I thank you for all the acts big or small that have helped us out and my thanks to all those volunteers who have shared their stories with us during lockdown in the Virtual Volunteer Times – it has been lovely to read what you have been up to and to learn about your creative talents.



We are all looking back with fond memories of you and looking forward with impatience to when we can be back together again as the truly amazing team that you make up.

Keeping in Contact

The Voluntary Services Team have decamped to another office in the Deakin Centre so if you'd like to call us during office hours please call:

Office hours 01223 596091

**Out of hours (answerphone)
01223 586616**

Calls from Voluntary Services will show up as the main
**Addenbrooke's number:
01223 245151**

Where in the Trust? Riddle



It is a fruit. If you take away the first letter of its name it becomes a crime. Take away the first two letters of its name it becomes an animal. Take away the first and last letter of its name and it becomes a form of music. What is it?

Answer's to last week's puzzles:

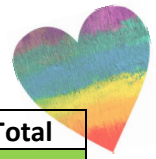
Where in the Trust? ATC Reception

Riddle: A clock

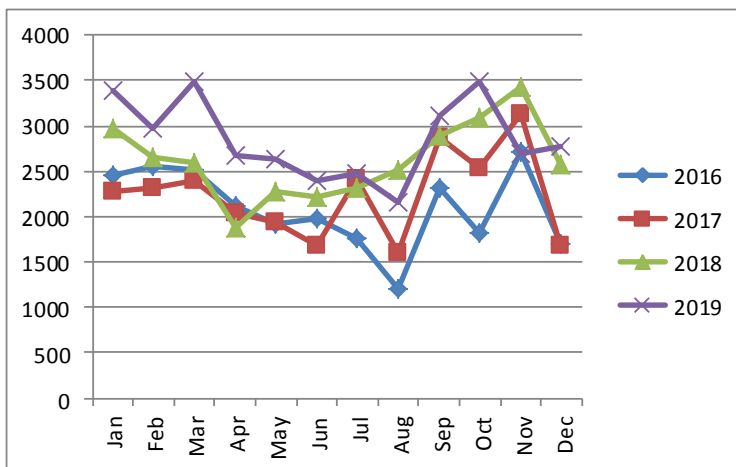
Volunteers in Numbers

We thought you might like to see some facts about you, our amazing volunteers - how the team is made up in roles, diversity, as well as the length of stay etc so here goes:

The roles you play



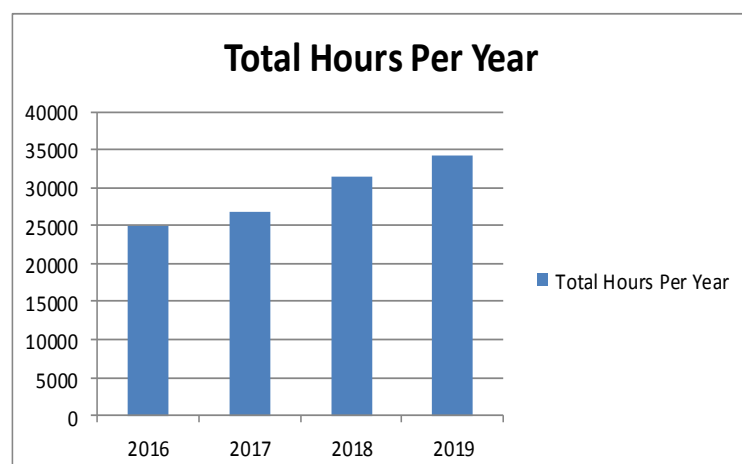
POSITION TITLE	Men	Women	Grand Total
Guides	35	26	61
Ward including YPP WPP	41	32	73
YPP & WYPP	22	74	96
Clinics (Non Cancer)	1	1	2
Cancer MacMillan (information pod & meeter greater)	4	17	21
Cancer Directorate (oncology -non Macmillan)	3	7	10
Library	2	7	9
PAT dog	2	12	14
Survey	7	6	13
Bus	3	2	5
Chaplaincy	29	77	106
Radio Addenbrooke's	16	7	23
Rosie	0	9	9
GRAND TOTAL	174	356	346



The hours you have dedicated across the years



The total hours you have dedicated each year



The length of time dedicated in your CUH Volunteering

Age of volunteers

A stylized illustration of a diverse group of approximately 15 people of various ages and ethnicities, arranged in a cluster. The individuals include a young man with orange hair, a woman with dark hair, a young man with blonde hair, a man with dark hair, a woman with brown hair, a young man with blonde hair, a man with dark hair, a woman with grey hair, a young man with blonde hair, a man with dark hair, a woman with dark hair, a man with dark hair, a woman with blonde hair, a man with dark hair, and a woman with blonde hair. They are all smiling and looking towards the viewer.

Some of the lovely feedback we've received....



In praise of volunteers

Our survey volunteers fulfil a special role helping busy staff on the wards and in clinics ask patients for their feedback about their experience of CUH. This in turn helps staff understand what has gone well or not so well and where they need to focus their efforts in service improvements.

They are an energetic bunch who walk miles between wards on their survey rounds and often provide a welcome listening ear to patients, who may be in need of a chat, as well as spending time giving their feedback.

Volunteers also have the questionable pleasure of having to navigate the temperamental survey iPads, which they sometimes find haven't been charged or are generally playing up, and we are very grateful to them for helping us monitor the nearly 70 devices we have across the Trust, a task we

couldn't manage without their help.

Our team really enjoys meeting up with survey volunteers at our twice yearly forums and catching up with the feedback that they have for us about their experiences on the wards and clinics, any problems they have come across and their suggestions for improving patient experience surveys and our systems.

We look forward to seeing you again as soon as conditions allow! Thank you for your help.

The Patient Engagement & Surveys Team



Addenbrooke's Little Red Army

by Mark Stobert, Lead Chaplain



There's a great big hole
That's opened up in Cambridge in Covid times
Most wouldn't know that its there.
You can't fall into it.
You can't walk round it.
But we all feel the absence of
Addenbrooke's Little Red Army

A band of volunteers 400 strong
An age range of 76 years
Some are newbies
Some have done 20 years of faithful service
And one has seen 46 years
Addenbrooke's Little Red Army

There's guides
Helpers on Wards
Wheelchair marshals
They'll assist you with your shopping in the Concourse.
Or help you with your crossword and quiz.
Listen to your woes and
Have a chat and make the world seem OK again.

Addenbrooke's Little Red Army. They'll get it to you.
Feeling glum, they'll bring some cheer.
Remind you of good life by reminiscence.
Like WD40 they get everywhere
Lubricating the CUH machine
Loosening things that get stuck.
Addenbrooke's Little Red Army

It not what it does that's the important bit
It's what it is.
And the spirit in which it is done,
With heart and soul
And generosity of human spirit.
Some armies march on their stomach.
This one uses love and kindness.
Addenbrooke's Little Red Army



Self-Isolation Island Discs

This week, David Wherrett, Director of Workforce shares his Self Isolation Island Discs:

Desert Island Discs has been a feature of my life for many years and to be asked for my self-isolation Island Discs is really problematic as there is so much to choose from and such diversity. Can I reserve my right to change my choices on a regular basis?

What about?:

Disc 1

Faure's Requiem: the whole thing is fabulous and has stayed with me throughout my whole life. I once heard it in King's College chapel, beautifully performed, very memorable. If not the whole thing then the Sanctus. I don't find it gloomy I find it very uplifting.

Disc 2

I really enjoy the performances by a German countertenor called Andreas Scholl, his interpretation of baroque choral music, but also his interpretation of English folk songs. If I had to choose one I'd choose Wayfaring Stranger. A lovely interpretation. Perhaps this one is a little gloomy.

Disc 3

I could lift the mood with Barbra Streisand

belting out Don't Rain on My Parade. You can't beat this to really lift the mood. Not even lockdown could defeat that song.

Disc 4

Ben Folds singing The Luckiest seems appropriate and much loved in my household.

Disc 5

Into My Arms – Nick Cave. The perfect love song.

Disc 6

Elton John deserves a place on my list, perhaps Your Song. Elton seems to have survived quite a lot and no doubt is having a whale of a time during lockdown. Another good song expressing love and connection.

Disc 7

I'm tempted to add Fantasia on a Theme by Thomas Tallis by Vaughan Williams. If there's a track to drift away with that's better than this please let me know.

Disc 8

Allow me to end with another requiem this time Mozart. If only one section I'd go with the Agnus Dei. It certainly gets the blood pulsing.

Just to re-confirm can I please change this list on an hourly basis, I have left out some good friends and I feel awful about it.

If I had to choose one and all the others were washed away then it's the Faure.

The book's easy, Thomas Hardy's Tess of the D'Urbervilles. I first read it when I was about 16 and was completely transfixed and heartbroken and have been a fan of Thomas Hardy ever since.

Luxury is really hard, where do I begin? If I really can't take my dog, Agnes, then can I take Claridges hotel? Or at least a very good bathroom from Claridges. My colleagues have suggested I should really be asking ask for some sharp scissors for a lock-down haircut.



It's Competition Time!

It's fair to say Voluntary Services team love quizzes and in celebration of Volunteers Week we are absolutely delighted that our quiz has a prize of a £50 Amazon voucher!

All you need to do is work out the answers to the questions on the attached quiz, write/type your answers on the quiz answer sheet and return them either by email to volunteer@addenbrookes.nhs.uk or by post to Voluntary Services (address on answer sheet).

The winner will be the Volunteer with the most correct answers. If a situation occurs where we have a draw, then winner's name will be drawn from a hat.



CUH Arts



Beyond the Mask

Beyond the Mask - Get involved!

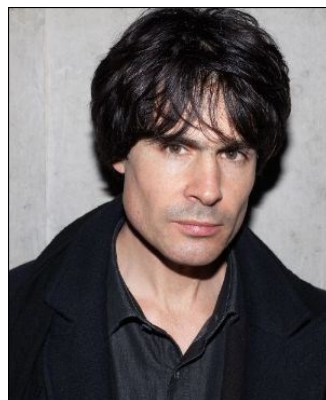
CUH Arts is excited to have launched **Beyond the Mask** - a poetry project that captures the voices of our patients, staff and wider community, to express what our nurses and midwives mean to us.

As part of the Trust's celebrations for the **International Year of the Nurse & Midwife** and the commemoration of Florence Nightingale's bicentenary, 2020 was always going to be a big year. And whilst the Covid-19 pandemic means some of our events can't go ahead as planned, we are finding new, creative ways to honour our nursing workforce, past and present.

Over the past 10 weeks, the love and gratitude expressed by the public towards Addenbrooke's and The Rosie has been extraordinary, and has really helped to keep us going. Supported by Addenbrooke's Charitable Trust, Beyond the Mask is a poetry project that aims to go deeper, to acknowledge the skills, qualities, characters and stories that lie beneath the uniform.

We would love to capture the voices of CUH volunteers! Don't worry if you've never written a poem before - **this is for everyone**. You may wish to contribute a few words or a fully-formed poem - whatever feels right.

We have the acclaimed poet **Sean Borodale** to guide us through with a wonderful array of useful online tips and resources. Sean will then shape contributions into a **collaborative poem** that will be gifted to our nurses & midwives in July and displayed as a permanent piece of our hospital art collection.



Sean Borodale

To access supporting materials and guidance on taking part, visit: <https://www.cuh.nhs.uk/services/non-clinical-services/cuh-arts> and follow us on [Facebook](#) and [Twitter](#) for regular updates

Contributions close at midnight on Sunday 20 June.

We'd love you to get involved!



Don't forget...

Our lives have been changed for a few months now and we know it has not been easy. You may be missing your family, friends, holidays cancelled and of course we are missing seeing you all come in for your shift. Please remember there is help available for you, free of charge and 24 hours a day and completely confidential.



Help is a call away

Health Assured offer a free confidential advice and counselling service for CUH staff.

24/7 helpline: 0800 783 2808



A GREAT PLACE TO VOLUNTEER

Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road

Phone: 01223 596091
E-mail: volunteer@addenbrookes.nhs.uk
www.volunteering.cuh.org.uk

CUH Volunteers

We're on the web!
www.volunteering.cuh.org.uk

We miss you and can't wait for you to return when the time is right!



Paws Corner

Whenever a volunteer, whether with 2 legs or 4, is nominated for a 'You Made a Difference Award' we are always so very proud and humbled. This week's Paws Corner celebrates the Pets as Therapy Team nominations.

