

Virtual Volunteering Times

A GREAT PLACE TO VOLUNTEER

Volume 3 Issue 3

11 February 2022

Newmarket Park & Ride - Help Needed

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Asymptomatic Testing

We strongly encourage all returned volunteers to undertake fortnightly asymptomatic PCR tests (available on campus) and twice weekly lateral flow tests during the non-PCR test week.

Not everyone gets symptoms with COVID so for many, testing is only way to determine infection.

Please do your bit to help protect patients, staff, your family and friends.

When we put the call out that more volunteer help was needed at Newmarket Park and Ride Phlebotomy service, PAT dog volunteer Paula sprang into action to help.

"In the end, boredom drove me to respond to the call-out for marshals at the Newmarket Park and Ride phlebotomy clinic. This is not something I would normally have considered suitable, mainly because anything that involves me directing traffic would probably go so badly that eventually two cars would end up driving straight towards each other with lots of angry waving and swearing. I am not good at knowing left from right and whenever I give directions to any lost soul in my village, I suspect that, 20 minutes later, they really wished they hadn't asked.

In fact the car directing part of the role is minimal and the people contact amounts to more than I would have thought. Every car, van or taxi has to check in briefly for us to find out whether they have been before so that, if not, we can explain what they need to do. We then get them into a queue and, in turn, we tell them which lane to go into in the drive-through big tent-construction where up to five phlebotomists sit, one in each lane. Not much of an interaction, clearly, but there are so many cheery little chats through the temporarily open car windows that make their arrival a considerably warmer and more human experience than a 'drive-through' service would suggest - and people seem to value that.

We are informed about which lane is free through the high tech solution of a walkie-talkie, the first I have ever used since the toy one that didn't work better than just shouting and, to complete this picture of a slick and sophisticated service, we work from a typical car park attendant's metal box wearing an equally typical fluorescent jacket.

So I thought you might like to know what I will describe when they ask me "what did you do in the Covid crisis granny?" In fact, I will be able to describe the glamour, tension and excitement of being clearly at the front-line of the crisis . . . directing traffic. OK, so it isn't exactly critical care but at least I have got NHS in big letters on my back."



Paula, ready to direct cars



The Hut

More volunteer help is desperately needed at the Newmarket Park and Ride Phlebotomy Service.

Despite her initial concerns regarding her suitability, it is clear Paula really enjoys her role so if you enjoy the outdoors, why not give it a go?

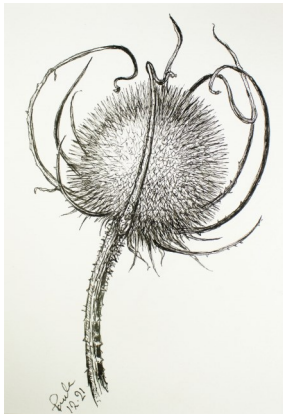
If you've got some hours you could spare on a long-term basis and would like to help, please get in touch as soon as possible.



CUH Arts: 'The Best of Us' CUH Community Exhibition Opens

Last week, we opened an exhibition which showcases the best creativity from our CUH community. The CUH Arts team invited staff and volunteers from across our hospitals to select what they considered to be their best creative work from the last 12 months. We were delighted to find that submissions ranged from paintings to knitting and beyond! Some of the artworks explore the staff/volunteer experience here at CUH, or were made to raise funds for ACT and other good causes! Congratulations to all the artists involved.

For those on site, the exhibition can be found in the Level 2 corridor between the Concourse and the Rosie. But for those who aren't, we will be sharing every artwork on our Facebook and Instagram channels @CUHArtsNHS to create an online gallery. We hope you enjoy the show in whichever form!



Paula Doran's
'Teasel'



Hope Barclay's untitled landscape



Karen Jepson's '
The Crab Apple Tree'

2022 Governor Elections - Being part of something rewarding at CUH

Governors play an important role as they are a link between our Trust membership (patient, public and staff) and the board of directors who have the operational responsibility for running our hospitals. Governors are an effective voice who represent our members' interests where decisions are being made to ensure high-quality services are delivered to our local community and is responsible for holding the Non-Executive Directors to account for the performance of the Board.

As a CUH volunteer, you are automatically a staff member of the CUH Foundation Trust and entitled to vote in the governor election or stand for election yourself. Our nomination is open on **Monday 21 February** and close on **Monday 21 March at 17:00**. This year, there's only one Staff Governor - three year term position open for election.

The elections will be run by Civica Election Service (CES), our independent electoral scrutineers, who will be providing nomination forms and official guidance from Monday 21 February 2022.

The voting process will begin from **Monday 11 April**, when CES will begin distributing ballot papers to home address (if you are not on email). Please be assured that your data is secure and is being passed to our independent election administrators under the strictest information governance rules in order that they may send you your ballot papers. To opt out of the balloting process, please contact the Volunteer Office by **Monday 21 March at 17:00**.

For more information about standing for election as a Governor and nomination forms, please visit www.cesvotes.com/cuh2022 or contact the Membership Office foundation@addenbrookes.nhs.uk.



A day in the life....

Hospitals are amazing places to work and there is a broad range of roles to choose from. Each person, regardless of their role, is key in enabling our Trust to deliver excellent patient care for all those in need. This time we hear from Bethany, who is a Senior Sister on the new P2/Q2 wards.

What is your role?

Senior Sister, Wards P2/Q2

How long have you been doing your role?

Originally I was seconded into this role in November 2019 to open J3 as winter ward. This was extended (as a secondment) through various ward moves until I eventually got a permanent post for the senior sister on ward T2 in May 2021. In December 2021 we were then moved to open P2/Q2 which I where I am based now.

What are the main things you do?

As a senior sister my role is to oversee the management of the ward. This is on a daily basis, from shift to shift, but also as a leader and manager for the staff that work there. This includes being a role model for staff, supporting with education and training and evaluating the quality of care and the service we provide; promoting change and embedding high standards of care.

What do you like about your role?

My favourite thing about my role is my team! I am very lucky to have such a supportive network of professionals around me whom with which I trust and have genuine professional relationships with. They make work a pleasure and enable me to do my job as best as I can.

What is less enjoyable/more difficult in your role?

The biggest challenge of my role is managing my own responsibilities and workload as well as supporting the staff on the floor. At times it is really difficult to complete the managerial tasks I need to do (such as investigation of an incident) whilst also supporting junior staff and taking the lead of the nurse in charge. This can make the quality of my work and my job satisfaction decrease which in turn can affect my enjoyment of the role and my ability to do my workload to a good standard.

What is your shift pattern/length of a shift?

My shift pattern varies from week to week depending on the demand from the ward. On a usual week I work 4/5 days (07:15 – 15:15). on average I do one long day a week (07:15 – 19:45) and one weekend a month. On our weekend shifts we cover the whole division in the role of bleep holder. I do not work nights anymore as there is not the requirement for the senior support.

Something which may surprise us about the role?

We wear multiple hats! We are a jack of all trades! And I don't think staff always understand what we do or how we spend our time. The answer is we do a bit of everything and that is both a wonderful part of the job but also what makes it difficult and a challenge. We are never bored, always have a long to do list and have to be flexible and have a versatile character.



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Voluntary Services
Box 214
Cambridge University NHS Foundation Trust
Hills Road
Cambridge CB2 0QQ
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**

Paws Corner

Oh how regal Poppy looks, gazing across a lake at Milton Country Park. Or perhaps she was counting ducks for the RSPB Great British Bird Watch?



Its okay to ask.....

Help is a call away

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

24/7 helpline: 0800 783 2808

Have you or your spouse serviced in the armed forces?

CUH is part of a group of NHS acute hospitals that have volunteered to be exemplars of the best care for veterans and are proud to be accredited as a Veteran Aware Hospital.

The alliance aims to drive improvements in NHS care for people who serve or have served in the UK armed forces and their families, in line with the Armed Forces Covenant.

To support the Trusts application for re-accreditation we want to be aware of those staff and volunteers who are part of the armed forces community, either currently serving as reservists, or veterans of the armed forces and their spouses. Please phone or email us: volunteer@addenbrookes.nhs.uk if this applies to you.



Where in the Trust? Riddles



You will find me with four legs, but no hair. People ride me for hours, but I don't go anywhere. Without needing to be tugged, jerked or switched on, I always manage to be ready for work. What am I?

Answer's to last week's puzzles:

Riddle: Sand

Where in the Trust? Outside D2 ward