

## Your chance to help improve the care for patients with memory problems....

Dear Volunteers

Thank you for all your support within the hospital, especially making our patient journeys smoother through giving them time and helping them with requests and above all listening to family members. I really appreciate all you do.

I am the Dementia Specialist Nurse for the hospital. A large part of my role involves raising awareness of what is memory loss and the different types of dementia we may see within the hospital either as an inpatient or outpatient. I try to educate staff on how the strange environment of the hospital may affect the behaviour of someone living with dementia. With this in mind, our hospital is taking part in the National Audit of Dementia and part of the audit involves asking both patients and carers their views about the care they have received and about the communication they received from staff.



The aim is to improve the quality of care our hospital provides to people with memory problems.

Please can you help me by helping carers and maybe patients complete questionnaires?

I will leave paper copies of both the patient questionnaire and carer questionnaire with the Voluntary Services team.

The carer questionnaire in the paper copy format has a stamped address envelope which can be popped into a post box. There is also a small card attached for the carer to fill in and go into a prize draw to win some vouchers.

The questionnaire may also be completed by scanning the QR code which can then be completed on a mobile phone, tablet or laptop. The information once submitted WILL NOT stay on your device, nor will your phone details be used.

Questionnaires need to be completed by the end of December to give the post time to get them to the destination – especially with postal strikes.

Kind regards

Jacqueline

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## Sad loss of a very dedicated long-serving volunteer

It is with incredible sadness that we report the loss of Judy, Radio Addenbrooke's Secretary volunteer who passed away after a very short illness.

Judy was a remarkable volunteer, dedicated and passionate about volunteering for Radio Addenbrooke's. She began her volunteering career here at CUH in 2008, helping her husband Richard by visiting wards, chatting to patients and collecting music requests for his evening radio show. Her role within Radio Addenbrooke's evolved and she was latterly for many years the Membership Secretary, providing devoted admin support to the team.

Judy's volunteering at CUH wasn't exclusive to Radio Addenbrooke's. As a keen and talented crafter, she took up the request for help in the Lewin Craft Club. Working alongside the Occupational Therapy staff, Judy spent time with patients, chatting, laughing and crafting each week. Let alone all the many amazing good deeds Judy turned her hand to in the community.

Judy will be greatly missed by all those involved in Radio Addenbrooke's, Voluntary Services and the wider volunteer community. Our thoughts are very much with Richard and family as well as her friends.



### Share your news, photos and adventures...

We'd love to hear more of your news, adventures or projects so why not put pen to paper or fingers to keyboard?

You might be more of a photo journo so send us some fabulous shots for us. Just contact us at our **new email address:**

**[cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net)**



### Can you help with the CUH annual outpatient survey?

We would welcome help from volunteers to support clinic receptionists with distributing our annual outpatient survey in clinics during the **weeks of 28<sup>th</sup> November and 5<sup>th</sup> of December**. Patients will be given the survey and an SAE and asked to take it home and post their completed surveys back to the Patient Engagement & Surveys team.

The survey helps outpatient staff understand where things are going well in outpatients and where improvements may be needed.

Please email [cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net) to let us know if you would like to help.



**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 first trip to Venice..... Robert, Ward Volunteer

At my advanced age I had never been to Venice so it came as a wonderful surprise when two good friends suggested that I go there with them. As the time for departure approached I got more and more excited, and that excitement turned out to be well and truly justified. It was a totally new experience quite unlike anywhere that I had ever been before. The first amazement was, of course, travelling to Venice itself from the airport by boat. As we got closer and closer the famous sights started to appear, but they were far more stunning than the numerous pictures I had seen. I was already gobsmacked by the time we got off the boat and that was only to increase as the days went by. We stayed in a lovely small hotel about ten minutes from St. Mark's Square that had a courtyard garden, which was perfect for a rest after a day tramping the streets and crossing the endless bridges before going out for a meal. Even at the end of October it was warm enough to eat outdoors every evening.

We did the usual tourist things - St. Mark's Basilica, the Doge's Palace and the Rialto Bridge, which in our time there we crossed many times, all of which were stunning. I had never seen architecture like it, to my untrained eye a mix of Italian with immense influences from the East. The Basilica seemed to be straight out of Byzantium, with gold and frescos everywhere, and rooms in the Palace that just yelled at you how powerful Venice was. You could go into quite an ordinary looking church (if anything in Venice is ordinary) and find a great work of art by, say, Tintoretto. All the time we were jumping on and off boats as the only way, other than foot, to get around.

One day we took a boat to a distant island called Burano, where the houses are painted in bright colours and so visible from a distance to returning sailors in centuries past. We then went to the island of Murano, where the famous Venetian glass is made (a small but extravagant purchase was made as a souvenir).

Strange though it may sound, the highlight for me was just wandering through the rabbit warren of alleys that criss cross the place as much as do the canals. Thank goodness I was with people who know their way around! Totally fascinating, different and interesting. Perhaps the place that struck me most was the fruit and vegetable market by the Rialto Bridge, where you saw ordinary residents buying their five a day. Just by it was the centuries old fish market, where a very large sword fish that had just been landed was on display before being butchered. These two places brought home to me the fact that ordinary people are living ordinary lives in this extraordinary and unique environment, probably watching the Italian equivalent of Strictly in the evenings. On our last day we had lunch outdoors sitting within a few feet of the Grand Canal by the market watching the boats scurry to and fro, making deliveries, carrying building materials and so on - just everyday life being conducted in a unique way.



There is a hospital in Venice - I wonder if they want any volunteers!



## A few quick updates...

**A GREAT  
PLACE TO  
VOLUNTEER**

Voluntary Services  
Box 214  
Cambridge University NHS Foundation Trust  
Hills Road  
Cambridge CB2 0QQ  
Phone: 01223 586616  
E-mail: [cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net)  
[www.volunteering.cuh.org.uk](http://www.volunteering.cuh.org.uk)

**CUH Volunteers**

**We're on the web!**  
[www.volunteering.cuh.org.uk](http://www.volunteering.cuh.org.uk)

### Training opportunities

**Resuscitation Training** Being able to provide basic life support is a skill which can literally save someone's life. If you would like to learn it, or brush up your skills you can now book onto a sessions being run by our Resuscitation Team:  
**Tuesday 3 March 2023 from 14:00-16:00.**

Places on this training are limited so please ensure you book on as soon as possible by email to:  
[cuh.volunteer@nhs.net](mailto:cuh.volunteer@nhs.net).

We will be bring you news of more training opportunities as get are finalised so keep checking this page.

### Hugo steps down

The gorgeous Hugo has decided to step down from volunteering here at CUH to enjoy his retirement running on beaches, snoozing by the log burner, and saving his cuddles for his owner Dawn and family.

Thank you Dawn and Hugo for all the joy you've brought to patients and staff alike, not least the Voluntary Services Team.



### We'd love your book donations

If you have the following genres of **paperbacks in good condition**, we would love to take them off your hands:

- History
- History of war
- Biographies - published less than 5 years ago
- Modern fiction - published less than 3 years ago - including fantasy fiction and romance

If donating a bag full of books please call/email ahead before bringing them in.

Many thanks!

