



CUH Volunteers' Voice

Celebrating our amazing volunteers

It was another wonderful Volunteer Week at the start of June and here at CUH we once again celebrated in style. On Thursday 1st June it was our annual celebration lunch at which those who reached a long service milestone were rewarded.

Following speeches by Maggie and our CUH Chair, Mike More, long service certificates and badges were handed out. In total, this year a massive 260 years' service was celebrated but it was a particularly important year as Radio Addenbrooke's volunteer, Mike reached his 50 year milestone, receiving a special award from Mike More. Mike share his story on page 3.

A lovely buffet lunch was served with help from our Recruitment and Bank staff teams. For the first time we had live background music courtesy of our very talented YPP Continuer volunteers, Winston on violin and Tansy on flute. Further entertainment came in the form of a garden quiz and bee origami, as well as chatting to new and old volunteer friends.



There was also an opportunity for staff to shadow volunteers, to get to know you as well as learn more about some of the roles you undertake. The feedback from staff has been amazing, highlighting what a fantastic group of people you are. Thank you to everyone who stepped forward to be shadowed.



Many thanks to all our volunteers for your time and commitment, you are truly inspiring.

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Volunteer Week



50 years' service to Radio Addenbrooke's.... Mike's story

"I was asked if I would be interested in volunteering for Radio Addenbrooke's by my employer as a result of reading my CV and noting my previous employment in broadcast engineering, together with my knowledge of music. I regarded Radio Addenbrooke's as a self teaching project which would also entertain the patients by playing uplifting and relaxing music of their choice. My aim was to provide the best possible service that I could. For many years I ran the radio station on my own. Apart from presenting a two hour programme for patients in Addenbrooke's and a half an hour programme for patients in the Rosie every weekday evening, I also collected requests in the reception on Saturday and Sunday afternoons.



Some of my most important landmarks have been:

- Indexing the entire record collection - about 10 thousand titles onto a computer database.
- Linking the studios at the Trumpington Street hospital and the Hills Road hospital by telephone line thus enabling both hospitals to hear both programmes. This also prevented the need to carry the records from one hospital to the other.
- Design and implementation of a computer controlled automatic playout system enabling 24 hour broadcasting to both hospitals. I named this system CHARLOTTE (Cambridge Hospitals Automatic Relay of Live Or Timed Tape Emissions).
- Ripping the entire radio collection of 2500 compact disks onto the studio computer hard disk to allow searching and streaming the tracks on air at the click of the mouse.

On occasions I have stayed in the hospital overnight repairing equipment and then going straight back to work the next day to ensure that the station could continue broadcasting.

I have found the experience volunteering at Addenbrooke's Hospital an enjoyable and satisfying experience, which had stood me in good stead in both my employment and my personal life while providing an uplifting experience for the patients. I hope that Radio Addenbrooke's will continue to provide a personal service to patients for many years to come."

Many thanks and congratulations Mike for all you have done for Radio Addenbrooke's.



Loss of an amazing volunteer

It was with much sadness that we learnt that Lesley passed away at the end of May after battling her illness with great bravery.

For over 15 years Lesley volunteered here at CUH, as a guide on Main Reception as well as in the Breast Clinic. When in the clinic she always made sure to check patients were comfortable, offering a kind word and smile and letting people know she was there to help them.

As a compassionate person, Lesley always took an interest in how people were getting on. She was an avid and talented knitter and crocheter whose kindness shone through with gifts of beautiful baby clothes and scarves, even when her illness made the task a mountainous challenge.

Lesley didn't restrict her volunteering to CUH, joining her husband Brian at Duxford where he was a steward and she helped in the office as well as with the catering at airshows. Later she became a steward on Concorde and Avro York aeroplanes, enjoying telling adults and children alike about their history. If you ever visit the Trident at Duxford, you'll also see Lesley's handiwork where she repaired crew seats and helped make antimacassars.

Lesley was a loving wife, mother and grandmother, and a great friend to many. Our thoughts are with them all, and she is very much missed.



There is always someone to listen....

Between the great bits and the mundane bits, life can be awful. The team at Health Assured are always available to speak 24 hours a day, whether its during an awful time, or you need some guidance about something mundane, they are there 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**

If you would prefer to speak to someone face to face, our Chaplaincy team are available to provide support and care (not 24 hours). It could be a listening ear at a time of difficulty or crisis, if you wish to practice your faith or spiritual tradition, prayer support, pastoral counselling or help in bereavement.

If a patient would like a visit, please contact the Chaplaincy team directly on extension 217769 or Voluntary Services on 586616, or leave a note in the box in the chapel foyer (off the main concourse).

CUH Arts Festival: 3rd—7th July 2023

CUH Arts is delighted to be working with a fantastic team of artists and partners for the second annual Arts Festival. Celebrating 75 years of the NHS and bringing together special programmes and projects, the CUH Arts festival offers a creative break for staff and patients across our hospitals.

They will be hosting a drop-in activity for staff and volunteers each lunchtime in the staff eating area off the food concourse, as well as events for the whole hospital community throughout the week. Drawing on our CUH Creates, CUH Sounds and Dance for Health programmes, and exploring Creative Engagement work for both the new Cambridge Children's Hospital and Cambridge Cancer Research Hospital. **CUH Arts** is generously supported by Addenbrooke's Charitable Trust

Tuesday 4th July 14:30-15:30

Take time out for an artist-led nature walk across the Addenbrooke's campus with artist Mia Sylvia and writer Hannah Jane Walker. Book your place by contacting cuh.arts@nhs.net

Wednesday 5th July 11:30-14:30

Join CUH Arts at the **staff BBQ to celebrate the 75th anniversary of the NHS**. (drop-in on The Green and The Gardens). Expect music with CUH with Sounds and Britton Sinfonia, singing with Sing! CBC Campus Choir, printmaking with artist designer Lucy Gough, a Carnival procession, and story sharing with writer Hannah Jane Walker.... maybe a piece of birthday cake too!

Thursday 6th July - 16:30-18:00 (drop-in at the The Rosie Hospital Courtyard Garden)

Dance Off Your Day with Dance for Health's lead dance artist Filipa Pereira-Stubbs. Loosen up and move about - guaranteed to put a smile on your face.

Welcome to our new volunteers



We were delighted to welcome 15 new recruits on Volunteer Induction this month. Look out for them making a difference to our as guides, dementia champion volunteers, chaplaincy and ward volunteers.

Speaking Up... Claire Patterson, Freedom to Speak Up

You may remember hearing about a Freedom To Speak Up Guardian as part of your induction day when you joined the volunteer team at CUH. As I have just taken over the role I thought it was really important that I introduced myself and just reminded anyone that might have forgotten just what my role means!

Patient safety is central to the care that we all provide at CUH but we know that things don't always go as smoothly as we might like. Speaking up and putting things right is a crucial part of patient safety and we all need to play our part.

If during the course of your volunteering you see or experience something that worries you then it is important that you speak up about it at the time so that we can rectify it. This might be something really simple, like a broken chair that you spot. Or it might be something more complicated that you see that just doesn't sit right.



How can you Speak Up?

If you feel able it is always preferable to speak up straight away by going to a member of the permanent team. This could be anyone that you feel comfortable speaking to including the manager of the area. By speaking up straight away the situation could be immediately fixed.

What if you don't feel able to Speak Up at the time?

You can tell your concerns to the Volunteer Service Leads. They can then take your information back to the area in question and ensure that action is taken. You can also approach the Freedom To Speak Up Guardian. The role of the Guardian is to ensure that everyone feels able to have a voice without fear and so you can contact me to raise your concern confidentially. I am able to access any area in the trust and ensure that your concern is heard and appropriate action taken.

What if you Speak Up but don't feel heard?

Everyone should feel that their concerns are listened to and validated but sometimes this doesn't quite happen as we would hope. If you have raised locally but don't feel that your concerns were taken seriously, or you feel as though you are being treated differently because you spoke up then please contact the Volunteer Service Leads or me.

How do you contact the Freedom To Speak Up Guardian?

Phone – 01223 586535 (confidential voice mail)

Email – cuh.raisingconcerns@nhs.net

I aim to get back to you within 2 working days of making contact.

We want your experience volunteering at CUH to be positive and don't want anyone worrying about anything that they may have come across. By speaking up you can put your own mind at rest and play your part in keeping our patients, visitors, staff and volunteers across our site safe.

A few quick updates....



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

Training opportunities

Sight Guiding: Learn how to safely guide a sight impaired individual, essential training for anyone who sight guides on site.

- Wednesday 9 August 9:30-12:30 Email cuh.volunteer@nhs.net

Be Disability Confident: Led by a specialist from the following areas: hearing loss, visual awareness, speech and language therapy, dementia and learning difficulties. The course provides attendees with an awareness and practical advice when supporting individuals with these conditions.

- Tuesday 14 November 9:30-12:30 Book through DOT



CUH Volunteers

Our beautiful campus....

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

