

The background of the entire page is a vibrant yellow. At the top and bottom, there are silhouettes of many hands in blue and red, some overlapping, creating a sense of community and support. The hands are stylized with simple outlines and no facial features.

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East and North Hertfordshire
NHS Trust

YOUR GUIDE TO VOLUNTEERING

**HELP DELIVER HIGH-QUALITY,
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Compassionate Neighbours

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**If you could spare an hour a week, please contact
the Compassionate Neighbours Team on 01462 679540
or email: cn@ghospicecare.org.uk**

**There are lots of volunteering opportunities at the Hospice.
For more information, contact the Volunteer Engagement Team
on 01462 679540 or email: volunteer@isabelgardenhouse.org.uk**

www.ghospicecare.org.uk



Registered charity no: 295257

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WELCOME FROM VOLUNTARY SERVICES

Volunteers make a real difference within our hospitals by supporting the excellent patient care provided by our staff. We have over 350 dedicated and friendly volunteers helping us at East and North Hertfordshire NHS Trust! Each volunteer is committed to improving patient, carer and visitor experiences across the Trust.

Our volunteers are invaluable to us and we are always welcoming more people to join our dedicated service. If you are interested in volunteering there are

plenty of different roles you could get involved in. This booklet will give you some information about the different volunteering opportunities available which reflects the diverse range of skills, experience and motivations of our volunteers.

If you would like to find out more about volunteering with us at East and North Hertfordshire NHS Trust, please visit www.enhertr.nhs.uk or call us on **01438 284760**.

We would love to hear from you!



Meet the Voluntary Services Team
(L-R) Jenny O'Boy, Val Westaway, Claire Lyon, Jane Shaw

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BENEFITS

OF VOLUNTEERING

Volunteering your time and skills helps make a big difference to our patients' experience. It can also have great benefits for the volunteer too, by letting you:

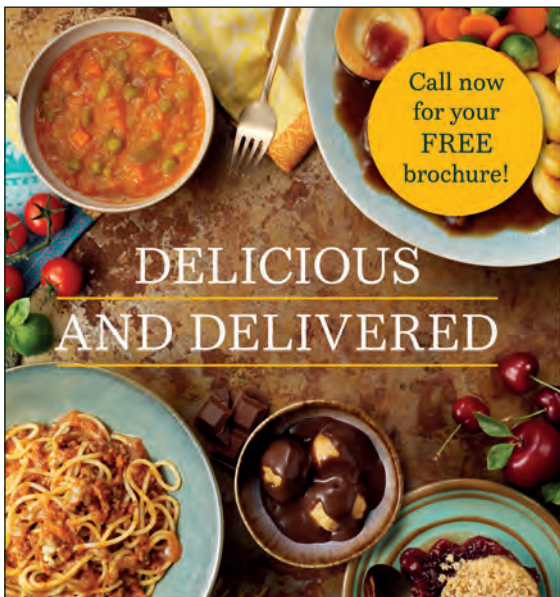
- give something back to your local community
- feel valued and part of a team
- learn and develop new skills, knowledge and experience
- enhance your CV and employment prospects
- meet new people and make friends
- do something different and have fun
- make a positive difference to other people's lives
- increase your self-confidence
- remain active and alert

The benefits to our community:

- Studies find that patients who can see trees are discharged from

hospital earlier than those who don't. Our gardening volunteers help to maintain our green spaces in the hospital to provide nice outdoor spaces and views for our patients and visitors.

- Our complementary therapy volunteers provide regular energy therapy visits to our renal patients and reduced their self-rated distress by 50% on average.
- Research has found that social contact improves patient recovery times – our patient companions sit and talk to patients who may have limited social interaction opportunities or visitors.
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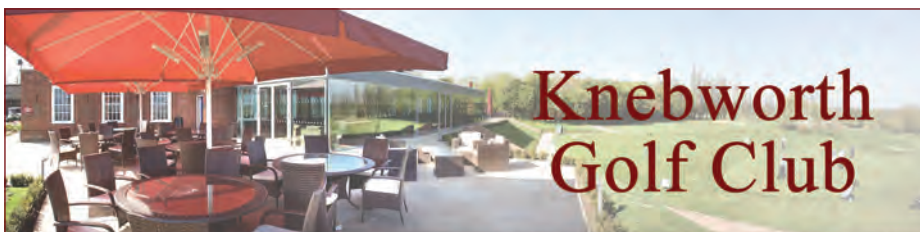
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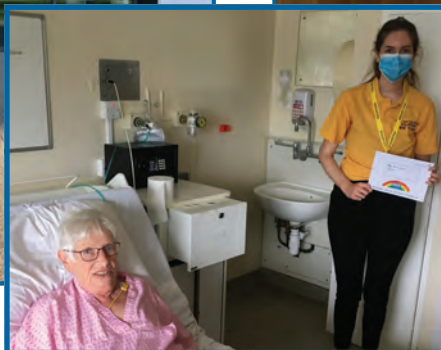
HOW COVID-19 HAS AFFECTED VOLUNTEERING

The global pandemic and the need to keep patients, volunteers and staff safe has had an enormous impact on how Voluntary Services has operated since March 2020.

Many of the patient-facing roles detailed in this magazine have been temporarily suspended, although we hope that they will be reinstated once it is safe to do so, and we have therefore included them in our brochure.

All our volunteers are required to provide information about their vulnerability to COVID-19, helping us to risk assess them and place them only where it is safe. The crisis has also meant we have had to develop new roles and ways for volunteers to support the hospital at this time.

Some of these roles may be temporary but others might continue once the pandemic is over.





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Did you know that we also provide a staff transport service from Ware, Hertford, Harlow, Sawbridgeworth and Bishop's Stortford, that operates in line with our Care and Learning Support Worker early and late shift patterns!

To find out more regarding our current opportunities and to apply, please visit our website www.stelizabeths.org.uk

Alternatively contact our Recruitment Team on: **01279 844209** or email: recruitment@stelizabeths.org.uk



St Elizabeth's is a registered charity (No. 1176777) and a company limited by guarantee (No. 11087989) South End, Much Hadham, SG10 6EW

OUR HOSPITAL VOLUNTEER ROLES

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HOSPITAL GUIDES

“We all know that the NHS is there for us all and the volunteers help by being there for the NHS.”

Hello, I’m Glyn Day and volunteer at the Lister Hospital as a reception guide!

In 2014 I retired. However, in 2015 my doctor referred me to Lister Hospital and the treatment and service I received from the doctors, nurses and all the other staff was brilliant. After various procedures I thought that I wanted to give something back to the NHS. So, I researched how to become a hospital volunteer.

After an initial informal interview I was accepted. I then had some training and four years ago I started as a Hospital Guide Volunteer.

Over the past years, the hospital estate has grown by the building of brand new blocks, some self-contained, and fitted with the latest state of the art equipment and specialist staff. As the estate is now so large and spread out, visitors need help in getting to their destinations; this is where we come in! We explain, guide and accompany our patients and visitors to their destinations. We also push our patients in wheelchairs to their appointments when required, hence also supporting the porters.

With four years’ experience, Judith and I now know where most of the clinics and wards are and as such are now asked to train new volunteer guides.

So, what do we get out of it? Firstly, we are giving back to the NHS after they have looked after us! Secondly, it is great fun! We try to bring a smile to the faces of worried and concerned patients and visitors. People can be anxious when they come to a hospital and we try to ease that worry and concern with a welcoming smile and cheerful chat. It is a lovely way of passing a few hours and a wonderful opportunity to meet new people. We go home at the end of a shift feeling that we have done something worthwhile.

We all know that the NHS is there for us all and the volunteers help by being there for the NHS. We enable the nurses, staff and doctors to concentrate on real medical issues and help relieve the pressure and stress.

We feel proud to be part of the National Health Service. Come and join us!



Glyn & Judith, Hospital Guides



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RESPONSE VOLUNTEERS

This role was developed during the pandemic as a more flexible opportunity for volunteers, and also as a more responsive service able to deal with ad hoc requests for help from all over the hospital.

A response volunteer does a 2½ hour shift and reports in to the Voluntary Services Office. When a call comes in for help, they go off to the relevant area, help with that task, and then come back to the office, to be sent off on a new assignment.

Things they may help with are talking to a lonely patient, delivering urgent documents from one part of the hospital to another, stuffing envelopes, helping with a meal service, helping on



a reception desk, anything which needs to be done. We are also encouraging staff to book a response volunteer in advance if they know they are going to be busy. At the moment there are 3 shifts per day (covering normal working hours), Monday to Friday, but as service becomes better known and the use of it increases, we hope it might be extended to evenings and weekends as well.

Because Response Volunteers may be called to any part of the hospital, and can be in patient facing roles, they currently have to be under 70 years old and free of any conditions which might make them more vulnerable to COVID-19. There is also a lot of travelling across the hospital site involved. If you are interested in this role and believe you are suitable for it, please do get in touch with us and we'll be happy to forward further details.



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Visit www.costco.co.uk/covid-updates for further information

PATIENT COMPANIONS

One of the most popular volunteer roles in the hospital is that of 'Patient Companion'. Bryan and Shirley share their experience.

Our foray into volunteering was prompted by a campaign initiated by the Daily Mail. We welcomed the opportunity to put something back into an NHS for which we had both been grateful in the past.

After being accepted, we both appreciated being assigned to our local Lister Hospital and being given the shifts we preferred.

We work on different wards, but both take the early shift starting at 8:00am. Primarily, we assist the housekeeper with providing breakfasts for the patients, and there is also a tea round, mid-morning. Without us volunteers, the nurses on the ward would be helping with this, so it frees them up to do more of the clinical work with the patients.

It is very satisfying to provide a service for the patients which is much appreciated by the vast majority, and we enjoy the banter with staff and patients alike.



Bryan & Shirley,
Patient Companions

In between providing food and refreshments we are helping patients complete their lunch and dinner menus, as well as ensuring that all the stations are well stocked with hand gel, disposable aprons and gloves.

Usually there is also time to spare to talk to patients, something which the full-time staff do not always have time to do.

At the end of the day, we get a lot of satisfaction from making patients' time in hospital a little more bearable, especially for the vulnerable and those who do not get visitors.



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





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SIGNPOSTING VOLUNTEERS

The Discharge Lounge Volunteer role has been introduced to offer support to patients who are waiting to go home after a hospital stay. Many patients who are being discharged are identified as being lonely or socially isolated. Whilst they are well enough to return home, a patient could be feeling quite anxious and could have very limited local support networks once they have left hospital; Reach Out can help.

The Discharge Lounge Volunteer can support patients by talking to them, identifying whether they might need support at home, telling them about the Reach Out project and filling in a Consent for Referral form with the patient if they would like to be supported by the service when they return home.

Reach Out is a project that supports older people who have recently been discharged from hospital and may be experiencing loneliness or isolation - often with little or no support from friends, neighbours or family. Reach Out helps by linking people up with a volunteer in their neighbourhood who can offer companionship and practical or emotional support to help them to feel less isolated and negotiate the road to recovery.

The Discharge Lounge Volunteer completes a very basic consent form with the patient which they can then pass to the staff team on the ward to send through



Pat, Volunteer

as a referral to Reach Out. Even if a patient feels they don't require support at home, the Discharge Lounge Volunteer can offer companionship and reassurance on the ward whilst a patient is waiting to go home.

Once a patient has been referred to Reach Out they will be contacted by a member of the team who will visit them at home to identify what type of support they would require and match to a volunteer who can help them. Reach Out's primary objective is to tackle loneliness and to help reduce hospital re-admissions by using volunteers to support those coming out of hospital to regain their independence.

If you are interested in volunteering with patients in the Discharge Lounge at Lister Hospital and helping get them the right support when they get home, please contact us.



Beautiful friendships bloom at Signature at Bentley House

“You’re never too old to make friends” – that is the prevailing attitude of those who live at Bentley House, Signature’s award-winning luxury carehome in Hertford. Embodying this are Rosetta Gooch, 81 and Jo House (nee Hull), 87, who live at Signature’s Bentley House and have forged a beautiful friendship together. Both residents are living with dementia but this hasn’t stopped their bond flourishing – with a shared enjoyment of the arts, painting and drawing, flower arranging and music. The pair struck up their friendship while having a cup of tea in the homes on-site Pegs cafe in 2020, having moved in in February 2016 and March 2020 respectively. Reflecting their outgoing personalities and zest for life, which has included lots of global travel, the pair have taken advantage of Signature’s busy schedule of activities to keep residents engaged.

Signature at Bentley House offers small and homely communities dedicated for those living with dementia. These specialist environments have features to support with the provision of exceptional care within a home away from home environment. This, combined with high levels of training and staffing that really make a difference when it comes to providing exceptional dementia care.



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BUDDY VOLUNTEERS

Buddy Volunteers



The Buddy Volunteer scheme is an exciting new venture devised and managed by the Care of the Elderly Management Team. The aim is to encourage our patients to attend their clinic appointments to ensure they maintain good health and wellbeing. It focuses mainly on elderly patients including those with physical disabilities such as hearing / visual impairment, special needs, and those patients who are particularly anxious about coming to hospital.

Our 'Buddy' volunteers meet the patient before the appointment and escort them to their clinic area. They provide assistance at reception if needed, and keep the patient company whilst in the waiting room. After the appointment they accompany the patient to their departure point.



**Jenny Lohan,
General Manager:**

"This initiative promotes the Trust values to look at all opportunities to support our patients in maintaining and enhancing the safe and caring environment we all strive for".

**Kate Bannister, Deputy
General Manager Medicine:**

"We are committed to continually improving the services we offer our Elderly Care patients. We hope that the Buddy service will expand and we can roll it out to more of our patients across all sites".

Feedback we have received:

"This is such a good idea. It was so nice to be taken to the clinic and have someone to talk to while waiting for my appointment. It helped me feel less nervous".

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BUTTERFLY VOLUNTEERS



Angela Fenn, Butterfly and Coordinator, Rosemary & Roza, Butterfly Volunteer

In 2016 the Trust recognised that many patients were facing their last hours alone because they either had no family, or none who could visit. The Palliative Care Team followed up an idea based at another hospital, and created The Butterfly Volunteer Project, with the motto of ‘No one should have to die alone’. Six months on, the project became a service; and nearly four years later it has developed into a multi-award winning service, funded by the East and North Hertfordshire Hospitals’ Charity.

The service now has 39 volunteers, who cover seven days a week, 52 weeks a year. The Butterfly Volunteers are a compassionate, caring group of people, who sit with patients in the last days and hours of life. Last year they made over 2000 visits and for 950 of those visits the patient was alone, for

whatever reason. Even when patients have company, the volunteers are able to support and comfort the friends and family, helping them through a very difficult time. Every visit is unique, and the volunteer will work with the patient and their visitors, to determine any needs at that particular time.

The Butterfly Volunteers don’t all come with a medical background but it is essential that they have a compassionate and sensitive nature, and are confident in communicating with staff, patients and their visitors. This is a different kind of volunteering, and of course it is not suitable for everyone. The majority of the patients we visit are unresponsive, so sometimes silent company or just holding a hand is all that is needed. All the volunteers have training to help them within the role and are supported by the Butterfly Coordinator and the Specialist Palliative Care team.

EAST & NORTH HERTFORDSHIRE Hospitals' Charity

The East and North Hertfordshire Hospitals' Charity fundraises to go above and beyond for patients of all ages across the Trust's four sites. It provides special extras such as cutting edge equipment to improve treatment, and improvements to patient areas. The charity team relies on the support of a team of dedicated volunteers to help them organise fundraising activities and support our wonderful donors.

Fundraising volunteers help with the day to day running of charity activities, from administrative tasks to preparing promotional materials and supporting

at fundraising events. The hours given to the charity by volunteers are invaluable and make a genuine impact by freeing up staff time for even more fundraising activities.

Volunteers for the Hospitals' Charity can take on flexible roles, with no minimum weekly commitment, in areas such as administration and reception cover. These roles not only support the charity, but also allow the volunteers to learn or hone new office skills in a friendly team, enhancing their CVs and opportunities in the world of paid work.

If you would like to find out more about any of the Charity's volunteering roles, please go to www.enhhcharity.org.uk, find us on do-it.org, or contact Claire at the Hospitals' Charity for an informal chat about current volunteering opportunities.





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STUDENT PROGRAMMES

“An eye-opening experience, no matter the amount of knowledge you have prior to joining the programme.”

Each month, students aged 16-18 and in full time education can apply to take part in the Student Volunteer Programme at Lister Hospital. The programme involves being placed on a ward for 15 weeks (one 3-hour shift each week) and it provides students who are interested in going into healthcare with some insight and experience of a hospital environment. More information on how to apply can be found on our website – www.enherts-tr.nhs.uk

One of our students, Mayomikun Elekolusi, shares his experience:

I would like to begin by saying that my time spent volunteering on Ward 8B at Lister Hospital was unquestionably a delightful experience that I will treasure for a very long time.

I decided to join the student programme because I wanted to be a doctor and also make a significant impact upon the lives of others. My



Mayomikun, Student Volunteer

Head of Sixth Form made me aware of the student programme at the Lister Hospital and it was something I immediately wanted to take part in. I knew that the experience would expose me to the ward environment and give me a better understanding of the roles of a doctor.

I was scheduled to work every Thursday across my fifteen-week period from 5-8 pm. My main job throughout the programme was to assist the housekeeper with their usual duties during that particular time. Typical roles included: serving food to patients; making and serving of hot drinks; and water rounds.

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STUDENT PROGRAMMES

...continued

However, I was also actively involved in helping around the ward; having regular interaction with patients and ensuring that they were alright and that any problems discussed were raised with the ward staff, changing bedding, and being general assistant to the nurses with anything that I could do to help.

For me, not only did I gain a better understanding of the ward environment and some of the crucial roles which nurses and doctors play to deliver a quality service to patients, but more importantly, I came to understand the central focus of the NHS and the people it serves. I had numerous conversations with people of all different ages and backgrounds and was moved by their warmth

when speaking to me. They also spoke to me about their conditions and the treatments they were undergoing. This experience removed any doubts that I had about a career in healthcare. The opportunity to talk to medical professionals and ask them questions was really informative, and I found the whole experience invaluable.

The student programme is very important and something that I would definitely recommend all young people to be part of. It gives you an eye-opening experience, no matter the amount of knowledge you have prior to joining the programme. For me, it confirmed my choice of a career in healthcare, but it is equally useful if it helps you realise that, actually, this is not the area for you. Whatever you decide, the skills you gain from this programme will help you in all areas of life, no matter what career you choose.



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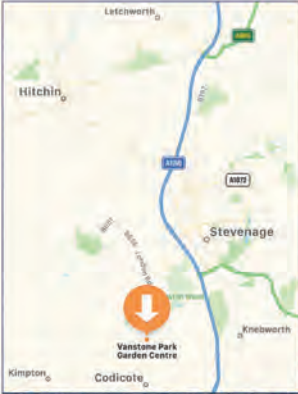
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CRAFT VOLUNTEERS

A problem for many of our patients, particularly when they are starting to feel better, is finding things to do and coping with boredom. Our doctors and nurses, busy providing the best possible medical care, sadly don't have much time to sit and chat, so we have recently established a new group of volunteers to help tackle this issue.

Our Craft and Reading Volunteers carry bags of activities with them, and spend an hour or so visiting a ward, approaching each of the patients and asking if they would like to hear a short story, do some colouring or a crossword, make a greetings card from one of our specially-made kits, do one of the other activities from the bag, or simply enjoy some company and a chat. It's amazing what interesting stories many of our patients can tell, and our volunteers have some fascinating conversations when visiting the wards. These visits can mean a lot to patients, especially those who don't have many visitors, and it is incredibly rewarding to know that you have helped someone's day simply by spending 10 or 20 minutes with them. This is also a very flexible volunteering opportunity; volunteers don't commit to a fixed day or time, but simply book in for a visit whenever they have the time

to come in. The timings and frequency of your visits are therefore entirely up to you, which is ideal for people with other commitments.

Mel and Theresa visit the hospital once a month for a couple of hours to make cards with patients. "We like going on a Sunday morning because the wards are quieter then and we are less likely to disturb the staff carrying out their normal tasks. We are both beginners when it comes to card making and volunteering gives us a chance to practice!"

"Visiting the wards means that we meet patients and offer an opportunity to escape the monotony and boredom of a hospital stay. Sometimes we just chat and pass the time of day but, there is always someone who welcomes the opportunity to make a card. They may not know how to start, but that is why we are there; we have cards for beginners and experts alike. Most of them just want to say Thank You or Happy Birthday to someone, and always they say they didn't know how they were going to be able to get a card when they are stuck in hospital! It feels so worthwhile to help them."





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MUSICAL VOLUNTEERS

Live music on our wards is wonderful for patients, staff and visitors. It can transform the atmosphere on a ward and lift the mood of everyone who hears it. We are lucky to be visited from time to time by choirs, small groups, solo singers and instrumentalists, who spend an hour or so touring one or two wards.

If you have a musical talent you would like to share with our patients then please do get in touch to talk about it. All our musical volunteers are escorted on the wards, so you would not need to be registered and security checked, or go through our volunteer training. The times, duration and frequency of your visits would be entirely to suit you. Musicians receive wonderful feedback from patients and staff, and usually find it such a rewarding experience that they choose to return again and again to see us.



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VOLUNTEER ASSISTANTS

Some of our volunteers, such as musicians, choirs and beauty therapy students need to be escorted by a registered hospital volunteer when they visit. The Escort acts as their guide in the hospital, taking them to the appointed wards, introducing them to staff and patients on the wards, and ensuring that all the correct procedures are followed, that the visit goes smoothly and is enjoyable for everyone involved.

Escorting is a lovely job to do, you meet lots of interesting volunteers, and also get to share in the pleasure of the patients during the visit. All Escorts are registered hospital volunteers and will usually have a regular role within the hospital, so they know their way around and are familiar with procedures. Escorting is something they do occasionally, as the need arises, and is not necessarily a stand-alone volunteering opportunity. We would love to have more Volunteer Escorts on our books, people we can contact when we have a group coming in who will need escorting.

Husband and wife team, Pat and Mike



Casey, regularly escort the beauty therapy students on our wards. *“We enjoy the variety,” says Mike. “We’re not just working with the patients, but also with young people who are learning and finding their way in the world, and we enjoy helping with that education, teaching them how to approach people and communicate effectively. The patients really enjoy seeing the students, talking to them and having a laugh with them. It’s wonderful to see the smiles on the patients’ faces, and to see what a difference a manicure and a chat has made to them. The ward staff can see how much it means to the patients too, and they are very supportive of us – sometimes one of the male doctors will have their nails done, and that always makes the nurses laugh!”*

THERAPY DOGS

The hospital is lucky enough to have a team of 12 therapy dogs who each visit regularly. All dogs and owners have had a behavioural assessment to ensure the dogs are suitable for visiting hospitals, residential homes and schools.

These assessments are carried out by one of two charities – Pets As Therapy, or Therapy Dogs UK. The dogs themselves are simply pet dogs, and they don't need special training to do this job, just good, basic obedience training.

Temperament is key; a therapy dog needs to be friendly and outgoing, enjoy meeting and being petted by strangers,

and able to stay calm in an environment where there may be sudden loud noises, people moving about, and new sights and smells.

The dogs and their owners are attached to particular wards so that they become familiar with the surroundings and staff on those wards, and most of the dogs visit on a weekly or fortnightly basis. Patients, visitors and staff love having a dog on their ward.

Many of our patients have pets of their own and are missing them whilst in hospital, and a visit from a dog can help to fill that gap. For others, it's a chance to have a cuddle with a dog and a good chat with the owner, bringing a bit of variety and interest into their day.

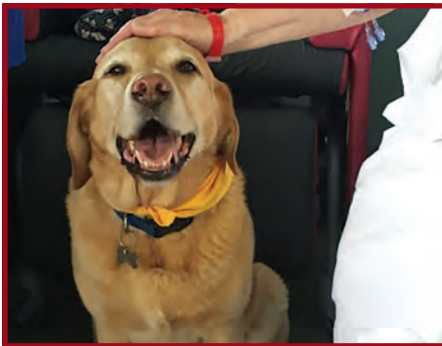
The presence of the dogs is very soothing and reassuring for many patients, particularly children, or those who are anxious or worried, and we hear many moving stories of how a patient has been helped by a therapy dog. The staff enjoy these visits as well, they have busy and stressful jobs, and a few minutes spent with a visiting dog can help them to relax and reinvigorate for the rest of their shift. Veronica Barker visits the Elderly Care wards with her Labrador, Orlando.



Cupcake, Therapy Dog

“Because I usually have one or two days free a week, I wanted to do some voluntary work. Hearing about therapy dogs visiting the Lister, I knew that was perfect for my friendly Labrador, Orlando, and me. Each time we visit feels special and rewarding. The majority of patients seem very happy and grateful just to be able to stroke Orlando and have a chat, as do the staff! It makes me so happy to see patients smile and to break up the long day for them, if only for a few minutes.”

If you have a registered therapy dog, or think your pet would be suitable to qualify, do get in touch with us. We can always place more dogs in the hospital, and can advise you on the registration procedure as well.



Orlando, Therapy Dog



Dizzi with Mick (owner)

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STEVENAGE DAY SERVICE VOLUNTEERS

Stevenage Day Service offers day opportunities and activities to adults with learning disabilities, and is based at Leyden House in Stevenage.

People from Stevenage Day Service regularly visit the hospital and volunteer to do gardening in several sites across the hospital. The team are tireless; pruning, weeding, sweeping, planting and even sanding down and painting garden tables, chairs and benches. It is always a pleasure to welcome them; – they are cheerful and enthusiastic, and without their help it would be impossible to keep the garden areas as usable and pleasant places for patients, visitors and staff to take a well-earned break from the wards.

Stevenage Day Service also has a choir, who visit us 2 or 3 times a year to sing in the outpatient areas of the hospital. We particularly look forward to their Christmas visits, when they dress up, and get everybody in the festive mood with their seasonal songs and carols. Stevenage Day Service makes an invaluable contribution to hospital life, and we are so grateful for everything they do at the hospital.

“At Stevenage Day Service we work

‘I feel proud’



‘It makes me happy to do something for other people’

‘It’s very rewarding and lovely to see people using it, knowing that we have made a difference’



‘I enjoyed painting the benches. It looks good and I’m proud of what I’ve done’



‘It feels great, it’s great going there’

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OTHER

VOLUNTEER ROLES

Please contact the office **01438 284760** about these roles. Some are still operating during COVID-19, but others are temporarily suspended, or running in a different way to usual.

Sew Dementia

Sew Dementia are a community-based group who make and donate items for patients diagnosed with dementia or confusion. They produce goods such as activity blankets, cloth books, dolls and aprons all designed to have a calming effect as well as providing activity for patients who may be agitated and distressed. They are made with various textures, colours and interactive pieces. New members are always welcome, as are donations of fabric and haberdashery. Please contact Theresa on **07432 095 868**.



Knit 'n' Knatter & Sew Dementia handmade items for patients

Knit 'n' Natter

Knit 'n' Natter are a community-based group who knit for our inpatients at the hospital. They produce and donate knitted goods such as shawls, bed socks, baby hats, blankets and other items by request.

Friends of Lister

Friends of Lister are a charity who aim to raise money and provide services additional to those provided by the Trust to aid the comfort of staff and patients at the Lister Hospital.

Department Assistants

This role can include greeting patients, making refreshments, making up beds, topping up cupboards, running errands, collecting prescriptions from pharmacy and completing surveys. Duties vary between departments.

Complementary therapists

Qualified energy/Reiki therapists volunteer in the hospitals. They provide calming and relaxing energy therapy to our patients.

Macmillan Support Volunteers – Lister Hospital

These volunteers meet and greet our service users, explaining the resources



Jackie, Macmillan Volunteer

available and assisting with clerical duties in the Macmillan information centre. (Must be a minimum of 2 yrs post treatment (self or family).

Macmillan Chemotherapy Unit - Lister Hospital

This group of volunteers chat to patients and make tea and coffee for those waiting for clinic appointments or having their chemotherapy.

Chaplaincy Volunteers – Lister Hospital

A rota of volunteers supporting the hospital chaplains by visiting patients on the wards, taking patients to Sunday chapel and assisting them during the service.

Administration Volunteers

These volunteers support teams and clerical staff by undertaking routine tasks. Some of these roles require basic PC skills.

Entertainers

Throughout the year we have visits from children's entertainers, magicians, pantomime characters, puppeteers and others, who visit patients and brighten up a long day in hospital. We would love to have more of these visits so if you can help us please contact the voluntary services office.



Mark, Musician

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Thank You

We would like to say a big thank you to all of our volunteers! Thank you for helping improve patient experience and staff productivity.

Thank you for supporting our Trust in delivering high quality, compassionate care to our community, particularly during the desperately difficult year which has been 2020.

Thank you to those who turn up week in and week out. Thank you to those who come in every now and then. Thank you to those who come in at short notice. And thank you to those of you who are patiently waiting for it to be safe for you to come back in again. You are all instrumental to the smooth running of our services and to putting smiles on our patients' faces.

On behalf of everyone in the Trust - thank you for giving us your time, your experience, your expertise, and crucially, your warmth and compassion. We appreciate everything you do!

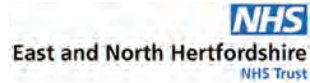
I was so happy to see the little dog, it was lovely and I hope you come again (...) Thank you very, very much on behalf of all of us, we are very pleased and we welcome you again." (JM, Patient)

"Thank you for your support and kind words today when I had my wobble. People like you are one in a million and I appreciated your help today." (TK, Visitor)

*"What a great job the volunteer in ophthalmology is doing – we have significantly reduced the cancellation rate for our admitted patients and this is solely attributed to the pre-call that she is doing!"
(MM, General Manager, Surgery Division)*

*"It's amazing, it's as lovely for us as it is for the patients. Mick & Dizzi are now a part of the team and Monday afternoons are not the same when they don't turn up at 2:00pm. The patients love it, especially if our patients have been here for a long time because it breaks their week up, they know it's Monday and they know Mick and Dizzi will be in and they look forward to it. It's nice because Mick is really good with the patients."
(Mandy Sims, Ward Manager 7A)*

How to Become a Volunteer



- You can download an application form from our website:

www.enherts-tr.nhs.uk

or email us on

volunteer.enh-tr@nhs.net

or call us on **01438 284760**

- Once we've heard from you we will send you an application form and invite you in for a chat so we can find out more about you and

the role you'd like to volunteer for in the hospital.

- We'll ask you to bring in some identification so that we can run a security check on you, and provide you with clearance to work with patients on the wards.
- After your induction training we will write to you with a mutually agreed date to start your placement.
- We'll stay in touch with you and

email you to check that all is well with your placement. We will be here at any time for advice and support; we want you to be able to give us your best, and to enjoy your time here at the hospital.

What you can expect from us:

- To be provided with all the necessary training and information you need to fulfil your role.
- To be provided with identification badges and uniform if appropriate.
- To be treated as a valued member of the hospital team.
- To be given support and advice when it is needed.
- To be reimbursed reasonable travel expenses.
- To be appreciated for the work you do on our behalf.

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