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2022

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Foreword from the Chief Executive

Hello, my name is Adam Sewell-Jones and I joined the Trust as chief executive in January

I want to start by thanking you for your service.

Thank you for standing by us and sticking with us through one of the most challenging periods during the history of the NHS.

Thank you for offering us extra support, for caring about us and our patients, for being compassionate, committed and pragmatic when everything familiar was changing.

Thank you for undertaking the extra training we've asked of you, for dealing with PPE and new infection control procedures so stoically.

Thank you for your patience as the map of the hospital has shifted and changed time and again through the pandemic.

And thank you for being there when we have called on you over and over again to help with the most extraordinary of situations.

The challenges in the NHS remain, even as we see life in the community return to a semblance of normality. Our focus remains on our patients – those in the Trust as we



continue to treat patients with Covid, and also with those patients who are waiting for procedures which were postponed during the pandemic. Our teams are working incredibly hard as we tackle our waiting lists at a scale not seen before. Your support is more valued and appreciated than ever.

I'm also keen that we continue to hear your views – as volunteers you have a unique perspective on the Trust, and I know will have suggestions for improvements or different ways to do things. Please make sure you feed back to Claire, Jane, Tilly and the rest of the volunteer team, and if you want to get in touch with me directly, you can email Ask.Adam@nhs.net

Thank you again.

Adam Sewell-Jones

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Welcome to Voluntary Services

Volunteers make a real difference within our hospitals by supporting the excellent patient care provided by our staff. We have nearly 300 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 provide an invaluable service to us and we are always welcoming more people to join our dedicated team. If you are interested

in volunteering, there are plenty of different roles you can choose from. This magazine will give you some information about the opportunities available, and these reflect 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 email volunteer.enh-tr@nhs.net or call us on **01438 284760**.

We would love to hear from you!



The voluntary services team, clockwise from top left:

**Claire Batchelor,
Claire Lyon,
Jane Shaw,
Tilly Leitao and
Val Westaway**

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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 you too, by allowing you to:

- 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

Here are just a few of the ways in which your volunteering can help our community:

Studies find that patients who look at 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 healing visits to our renal patients and findings show that they reduced their general 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.

Our appointment reminder volunteers have reduced the numbers of wasted appointments by 93%.



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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. Some of our patient-facing roles were temporarily suspended.

All our volunteers are required to provide information about their vulnerability to COVID-19, helping us to place them only where it is safe. You may also be required to wear PPE whilst volunteering in the hospital – usually a mask, but in some cases you may also need to wear a disposable apron and gloves.

An understanding of infection control is also important and so, as part of your volunteer induction, you will receive some specific training on this issue. We will never send you to volunteer with patients who we know are Covid positive. However, we cannot guarantee that, as in other public spaces, you will not come into contact with the virus.





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- Shopping
- Befriending the lonely and housebound

For more information please telephone: 01582 764599 or visit www.harpendenhelpinghand.org.uk

WANT TO HELP OTHERS?

Harpenden Helping Hand needs volunteer drivers, shoppers and befrienders.

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Our Hospital Volunteer Roles

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Find out about the voluntary roles available with us at East and North Hertfordshire NHS Trust



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Our Hospital Volunteer Roles

HOSPITAL GUIDES

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 Reception Guide Volunteer.

My fellow volunteer, Judith, and I work the Monday morning shift and we start by rounding up and bringing to the main reception, lost and stray wheelchairs that can usually be found all around the hospital estate. We then support the Reception staff by helping patients and visitors who need guiding to the various clinics and wards. 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.

"We all know that the NHS is there for us all and the volunteers help by being there for the NHS"

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 some of the other pressures and stresses. We feel proud to be part of the National Health Service.

COME AND JOIN US!

Right:
Glyn & Judith,
Hospital Guides



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Our Hospital Volunteer Roles

RESPONSE VOLUNTEERS

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

A response volunteer does a two and a half hour shift and reports in to the Voluntary Services Office. When a call comes in for help, they go 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. 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 talk to you about it.



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You can also self-refer via our website hertfordshirebeacon.org or by downloading our app Herts Beacon Assist App - Beacon



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Stevenage
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Our Hospital Volunteer Roles

PATIENT COMPANIONS

One of the most popular volunteer roles in the hospital is that of 'Patient Companion'. These volunteers are assigned to a particular ward, and do a regular weekly or fortnightly 3-hour shift, covering either the breakfast, lunch or evening meal service. Activities include helping to serve meals and clear away, making teas and coffees, chatting to patients and tidying round bedsides, and any other admin or housekeeping tasks the nurses need help with. Patient Companion, Chris Goward, tells us a little about his time on the wards:

"I've been a 'Patient Companion' at the Lister for about 6 months. I spend three hours every Wednesday on elderly care, and I'd absolutely recommend what I do to anyone who, like me, is grateful to the NHS for their support and wants to give something back. In my case I owe the Lister for seeing me through 17 days' unconsciousness with Covid, followed by a week in a recovery ward, physio and general aftercare.

In the three hours I'm at the Lister I chat to patients who are a bit further down the road than me – I'm 76! We talk about life, family, carers, what's wrong with us, getting home, train driving, anything you like. I guess I know what it's like wanting to be well, and how welcome any little bit of company can be. I help a bit with patients who find it difficult to eat, and a tiny bit with doing any exercise they know they should be doing.



Some things stand out. One patient knew that his wife was in the hospital for several days but on a different ward. The ward sisters arranged between them that I could take him in a wheelchair to visit his wife, and they spent an hour together – an opportunity for conversation and photos for the family. In Covid times clinicians don't have an hour or two to spare for things like this. Likewise there often isn't time for staff to help a patient make a phone call to her partner, and reassure her not to worry that she hasn't done anything to talk about when she gets through.

Generally after three hours I come out tired, humbled and hungry, but at the same time really glad to have had the opportunity to do something I feel is worthwhile."



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Our Hospital Volunteer Roles

BUTTERFLY VOLUNTEERS

In 2016 staff recognised that a lot of patients were facing their last hours alone because they had no relatives, or their families were unable to visit. The Palliative Care Team, inspired by a project at another hospital, created the Butterfly Volunteer Project, with the motto: “No-one should have to die alone”. Six months later, the project became a service; and now, nearly seven years on, it has developed into a multi-award winning service, funded by the East and North Hertfordshire Hospitals’ Charity.

The service now has 49 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 2000 visits, and for 1130 of those visits the patient was alone, for whatever reason.

The Butterflies are often also able to support and comfort the patient’s 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 Co-ordinator and the Specialist Palliative Care team.



The Butterfly Volunteers



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Our Hospital Volunteer Roles

EAST & NORTH HERTFORDSHIRE HOSPITALS CHARITY

East and North Hertfordshire Hospitals' Charity raises funds to enhance patient care. It funds cutting-edge equipment, research, training, small refurbishments and those extra special touches for our patients. The charity team relies on a team of dedicated volunteers to help them organise fundraising activities and to help support their wonderful donors.

Fundraising volunteers help with the day-to-day running of charity activities from administrative tasks such as preparing promotional materials to 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 charity can take on flexible roles with no minimum weekly commitment. The roles not only support the charity but also allow volunteers to learn new skills in a friendly team to enhance their CVs to help when seeking paid employment.

If you would like to find out more about any of the charity's volunteering roles, please go to www.enhhcharity.org.uk or contact them on charity.enh-tr@nhs.net for an informal chat about current volunteering opportunities.



Our Hospital Volunteer Roles

DEMENTIA SUPPORT VOLUNTEERS

Research suggests about 25% of hospital beds are used in providing care for people living with dementia. At the Lister we have an average of 74 people a day who are living with dementia in our in-patient wards. Being in hospital can be a scary time for anyone, but even harder if you have dementia and are away from the care and support and familiarity of family and friends.

To help support people with dementia during their hospital stay Dementia Support Volunteers come under the direction of our Admiral Nurse – who is the clinical lead for dementia within the Trust. These volunteers undergo additional specialist training as well as their usual volunteer induction. Their role is to spend time with people with dementia, helping them do activities and exercises which will help to stimulate, calm and divert them, and make them feel more comfortable and cared for in their unfamiliar surroundings.

Admiral Nurse Ruth Bradford shares her thoughts about the Dementia Support Volunteers:

“This volunteer role makes such a difference both to the person with dementia and their families. The volunteers have conversations with family members and complete a ‘This



Dementia volunteers, Kerry and Sonia, with Ward Manager, Nola, delivering dementia

is me’ document, (Alzheimer’s Society). As a result of finding out more about the person with dementia the volunteer’s interactions are specific and include conversations with them about their family, where they have lived, their job, places they have travelled to and hobbies. The information is shared with the ward staff to enable everyone to deliver person-centred care and understand what matters to the person with dementia and their family.

During one session a volunteer spent two hours with a lady who was lonely, anxious and finding it hard to settle. The volunteer

During one session a volunteer spent two hours with a lady who was lonely, anxious and finding it hard to settle. The volunteer used information from the 'This is me' form to socially interact and provide interactive activity. They had a cup of tea together and the volunteer encouraged the lady to eat biscuits as she had been eating very little. The volunteer identified that the lady was in pain and pain relief was administered by nursing staff. The lady was calmer and it freed up the nurses' time to deliver care to other patients."

The volunteers are offered ongoing training opportunities and have attended sessions where they listen to the lived experience of people with dementia.

Feedback from relatives about the service:

"As a nurse that used to work at the Lister Hospital on the wards, and for my Nan who is a current inpatient with dementia, I know how valuable your service is. Thank you so much for all you do."

"It brought me comfort to know that Kerry was spending time with Dad, and providing mental stimulation in an otherwise long and boring day in hospital"

And feedback from our wonderful volunteers:

"I love this role and really enjoy making



Dementia volunteer, Sonia, with a twiddle blanket which are provided by a local sewing group

a difference to people's experience in hospital. It is a privilege to learn about their past and their lives now and chat about the things that matter to them.

It is very rewarding that I can make a difference not just to the person with dementia but also to their family with the comfort this brings."

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Make them work for you.

Just one reusable a day saves around 1,000 disposables between birth and potty training.



Our Hospital Volunteer Roles

YOUNG VOLUNTEERS: 16-18 YEAR OLDS

East and North Herts NHS Trust welcomes applications to volunteer from young people who are still in full time education. We recognise the benefits for school students of gaining knowledge and practical experience in a hospital environment, helping some of the most vulnerable people in their local community. Patients enjoy meeting and chatting with younger people on the wards, and the students themselves gain a valuable insight into the working life of an acute hospital, having contact with healthcare professionals, and this can help them to decide whether a career in nursing, medicine or any of the allied disciplines, is one for them. University applications are also enhanced by being able to demonstrate practical experience in a medical setting.

We ask young people to commit to volunteering for one 3 hour shift per week for 6 months, so as to make all the recruitment and training costs worthwhile. Many of our young volunteers enjoy their experience so much that they continue to volunteer far longer than this.

If you are interested in work experience or work shadowing for a short period of time i.e. a few days, we regret that the Voluntary Services Department cannot arrange this for you. You will need to make a direct arrangement with a member of hospital staff who is willing to host you for the duration of your work experience. Your host will need to deposit some paperwork with the Voluntary Service department, and we are happy to provide blank forms for this).



Neha, who volunteers as a Response Volunteer, tells us about her volunteering:

"Volunteering at the Lister allows me to give back to the community, to make a difference and to help the people around me. Through volunteering, I have not only gained confidence and self-esteem, but I have also had opportunities to develop new skills and build on existing ones. In my role I provide general support to patients and staff members. I'll have conversations with patients, carry out administrative tasks, do food and drink rounds, run errands for both staff and patients, help out around different wards or just generally giving a helping hand wherever I am needed around the hospital. Volunteering has given me insightful knowledge about the medical field and has given me great experience which will enhance my CV and my personal statement when applying to university. It has encouraged me to pursue a career within the medical field, as I'm surrounded by driven medical professionals. I have met and made many friends through this role who share similar interests and want to go into similar careers as me, as well as getting to know people within the community. I find the role extremely rewarding and have gained so many new skills that will benefit me in the future."

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Our Hospital Volunteer Roles

FRIENDLY FACES 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 Friendly Faces volunteers spend an hour or so visiting a ward with an activity trolley, approaching each of the patients and asking if they would like to do some colouring, a crossword, Sudoku or word search, make a greetings card from one of our specially-made kits, do one of the other craft activities on the trolley, 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.

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Our Hospital Volunteer Roles

SUPPORTIVE EXERCISE VOLUNTEERS

It is important to keep our patients as active as possible whilst they are with us, as prolonged periods in bed can lead to loss of mobility which in turn prolongs the length of a hospital stay. Our physiotherapy team give patients a simple exercise plan to do whilst in hospital, but often they need help and extra motivation to complete their exercises as regularly as they should.

The Supportive Exercise Volunteers spend a number of sessions working with a physiotherapist, learning how to support patients in doing their exercises. Once they and the physio team are confident in their abilities, they begin volunteering on their own, helping patients to undertake their prescribed exercises, and playing a vital role in maintaining essential mobility. **Supportive Exercise Volunteer Jenni tells us why she loves the role:**

“All of my working life has been spent within the NHS, and so I have seen first-hand the need for help from volunteers. Now that have I some spare time, I have decided to volunteer myself, as I enjoy working in hospitals. I like being active and it is satisfying to assist patients and staff alike with a variety of tasks. The Volunteer Office Staff manage everything with such expertise that it’s easy to turn up and help. I have worked as a Response Volunteer which

enabled me to get involved in all sorts of activities. During the Covid lockdown, the Phlebotomy Clinic queue was a daily challenge, but strangely satisfying, to assist with. I have also helped with a display of the therapy dogs, office admin, the activity trolley, guiding visitors at the entrance, and the Charity’s Hertfordshire Bike Ride.



In early 2021, I answered a call to assist the Physiotherapy Department carrying out simple exercise routines for bed/chair bound patients. A four-week period of tuition and supervision took place, including how to do the necessary record keeping and using PPE when on the ward. I do one session per week, and at each one, the Physiotherapist briefs me and provides a list of patients for me to see. There is no physical contact with a patient - it is all about instruction and demonstration. We have access to written information, with photos of the exercises if required. Most of the patients are very co-operative and glad of the help to do their exercises; of course there a few reluctant ones, but they don’t have to take part if they don’t want to, or don’t feel well enough. This is an interesting and different role to do as it allows you to work directly with the patient and contribute to their physical wellbeing and care.”



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Our Hospital Volunteer Roles

DEPARTMENT ASSISTANT & ADMINISTRATION VOLUNTEERS

Departmental assistants are attached to a particular department within the hospital, for example the pharmacy, the endoscopy unit or the renal unit. Jobs can include greeting patients, making refreshments, making up beds, topping up cupboards, running errands, collecting prescriptions from pharmacy and completing surveys. **The actual duties will vary depending on the department and the roles it undertakes.**

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



Unlike Department Volunteers, Administration Volunteers are not patient facing. Both of these roles allow a volunteer to establish themselves as part of a team and to relieve pressure on staff by undertaking some of the more essential routine work.

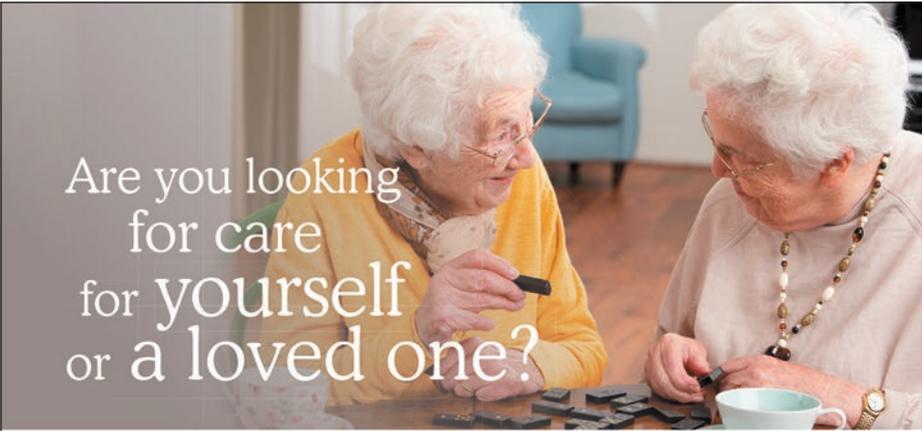
WHAT MATTERS TO YOU VOLUNTEERS

These volunteers are a new opportunity within our Trust. For two to three hours, volunteers go to selected wards and talk to our patients, their relatives and staff about what matters most to them, and what help they can give to make things better.

This may just be making a cup of tea, grabbing a newspaper or simply having a conversation with the patient. We also offer a virtual visiting service, where patient's relatives, who live far away or unable to visit the hospital, can connect with their loved ones by video calls which are facilitated by the volunteer using Trust equipment. **Lauren Butterfield, our What Matters To You Volunteer Coordinator tells us:**



“During my day I speak to a number of different relatives and patients about what matters to them. Some things can be really personal, others can be just little things like putting a phone on charge, helping someone to connect to the internet, or even filling up a jug of water. Going that extra mile by simply asking the question, “what matters to you” goes a long way towards improving our patients experience of hospital, and making them feel comfortable and cared for.”



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Our Hospital Volunteer Roles

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. 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.

Mick Bail

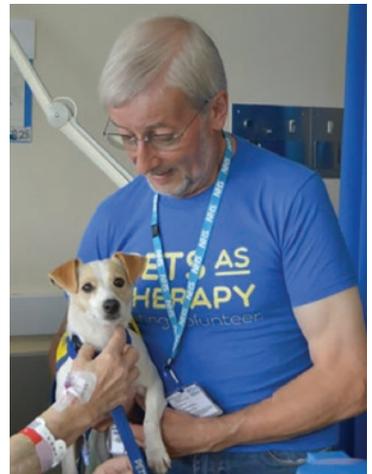
Right:
Mick Bail
with his Jack
Russell,
Dizzi



Orlando, Therapy Dog



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Our Hospital Volunteer Roles

THERAPY DOGS ...continued



Mick Bail, who volunteers with his Jack Russell terrier tells us:

“When Dizzi came to me as a puppy I had not considered that she could be a Therapy Dog, but at 6 months old she was diagnosed with Ataxia. She would never be able to run and jump like other dogs. Fortunately I was aware of the work Therapy Dogs do and as soon as she was old enough she was assessed and enrolled. Dizzi has some problems on the shiny hospital floors, so she was given special permission to use a sling for visiting. As soon as she sees her sling and uniform she knows she is off to a visit. Riding in her sling she sets out to make people smile (sometimes when they don't feel like it) because they can see how she copes with her problems. As for me, Dizzi works her magic there as well, when she thinks I need it!”



If you have registered a 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.

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Our values
Welcoming Kind Positive Respectful Professional

Other Hospital Volunteer Roles

SEW DEMENTIA – Sew Dementia is a community-based group who make and donate items for patients diagnosed with dementia or confusion. They produce items 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. New members are always welcome, as are donations of fabric



and haberdashery – please contact Theresa on **07432 095868**.

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.



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. If you have a musical talent you would like to share

with our patients then please do get in touch. 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.

FRIENDS OF LISTER – Friends of Lister are a charity who aim to raise money and provide additional services to those provided by the

Trust to aid the comfort of staff and patients at the Lister Hospital.

COMPLEMENTARY THERAPISTS –

Voluntary Qualified Energy/Reiki therapists provide calming and relaxing energy therapy to our patients.



MACMILLAN SUPPORT VOLUNTEERS, LISTER HOSPITAL

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

available and assisting with clerical duties in the Macmillan information centre. (Minimum 2yrs 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 support the hospital chaplains by visiting patients on the wards, taking patients to Sunday chapel and assisting them during the service.

ENTERTAINERS – Throughout the year we have visits from children's entertainers, magicians, puppeteers and others, who visit patients. We would love to have more of these visits so if you can help us please contact the voluntary services office.



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Thank You

We appreciate everything you do!

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 over the last few difficult years. 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. 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.

"I just wanted to say a massive thank you to your AMAZING volunteers. They were awesome and an absolute credit to your service. They worked so hard all day and were kind and considerate to staff and patients, they really made the day so easy for us and the ward staff. I'm sure the wards were pleased and really appreciated that they were on hand to make the beds for us."
(Lead Tissue Viability Clinical Nurse)

My Sister and myself would like to thank you and the volunteers involved in the wonderful help, kindness and support we received with the care of our Mum. We can't thank you all enough for helping us through this stressful time."
(Family member of an inpatient)

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)

"Something as simple as a fiddle mat or toy makes such a big difference to the quality of these clients' hospital experience. If I could come and hug every single one of the volunteers who make them, I would do! If only we could prescribe one of these beautiful creations on the drug chart, it would be perfect. Thank you to all these lovely people for helping me to look after my patients and giving them such joy and comfort from all their beautiful handiwork." (Day Surgery Team)

"Just wanted to say a huge thank you for all your help and support this morning. Made a very stressful week much easier. Thank all your team for everything they are doing. Really appreciated."
(Family member of an inpatient)

"We had some wonderful feedback from our commissioners about our excellent volunteers in relation to how helpful they were, their kindness, compassion and real desire to want to help. Very proud of them." (Chief Nurse)



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