



1 March 2019

# NEWS FLASH

[www.volunteering.cuh.or](http://www.volunteering.cuh.or)

## 2019 Addenbrooke's and the Rosie Hospitals CQC ratings

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Good	Good	Outstanding	Requires improvement	Outstanding	Good
Medical care	Good	Good	Good	Good	Good	Good
Surgery	Good	Good	Good	Requires improvement	Good	Good
Critical care	Good	Outstanding	Outstanding	Requires improvement	Good	Good
Maternity and gynaecology	Good	Good	Good	Requires improvement	Good	Good
Services for children and young people	Good	Good	Good	Requires improvement	Good	Good
End of life care	Good	Good	Outstanding	Good	Outstanding	Outstanding
Outpatients and diagnostic imaging	Good	Not rated	Good	Requires improvement	Good	Good
Overall	Good	Good	Outstanding	Requires improvement	Outstanding	Good

### Our CQC ratings

The good CUH ratings are a reflection of all of us who work here. Volunteers are an important part of the CUH family. Thank you everyone for everything that you do to help our patients.

### Cambridge Marathon Road closures 3<sup>rd</sup> March

Stagecoach will be operating special additional services between various park and ride sites during marathon.

Check website for details [www.stagecoachbus.com](http://www.stagecoachbus.com)

### Contact Centre shadowing

Jane Hughes spent an hour and half shadowing in the Contact Centre. Jane really enjoyed her experience. This is what Jane had to say

*"The diversity of calls, the confidentiality issues, the internal support and advice offered, never leaving a caller holding without follow-up and help. I learnt so much about the running of the hospital; the priority of calls coming in, the organisation of the ER desk and external Major Emergency planning-all handled by the agents in that call centre. Oh and so much more!"*

#### Dates for Shadowing

- ❖ 21<sup>st</sup> March -13.00 –15.00
- ❖ 23<sup>rd</sup> May – 13.00 – 15.00
- ❖ 27<sup>th</sup> June – 13.00 – 15.00

### Training Dates .....

Supported Mandatory Training	March sessions full
Disability confident	13 March 9:00-15:15
Sight Guide Safely	19 March 12:30- 13:30
Volunteer Forum	19 March 16:00 – 17:00
Sage and Thyme	20 March 13:00-16:00
Sage and Thyme	20 March 9:00-12:00
Contact Centre Shadowing	21 March 13:00-15:00

Please let us know if you'd like to attend or more information by emailing [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk)



### WIFI at Addenbrooke's

There is free wifi at Outpatients. The wifi is available for 15 minutes and then you will have to log-in again.

This service is gives you enough bandwidth to pick-up emails and texts. You can't download videos or large files.

