

**A GREAT PLACE TO VOLUNTEER**

# Adviser

ADdenbrookes Volunteers Information & Events Review

**Volume 3,  
Issue 3**

**March 2019**

## INSIDE THIS ISSUE:

<b>Uniform reminder</b>	<b>2</b>
<b>Coming up....</b>	<b>2</b>
<b>Guest slot: Philip, Volunteer Guide</b>	<b>3</b>
<b>Monthly Montage</b>	<b>3</b>
<b>Volunteering in Numbers</b>	<b>4</b>
<b>Well done Arthur</b>	<b>4</b>
<b>Other news...</b>	<b>4</b>

### Of particular interest in this issue:

- What is it like to volunteer at Wandlebury Country Park
- Book sale
- New volunteering opportunities

### Keep it confidential!

Just a quick reminder it is essential to keep information about our all patients confidential.

It is very likely that at some point all volunteers will come across someone they know or a friend of a friend during a shift but it is absolutely essential not to discuss the patient or visitor with other people, even with other volunteers who know them too.

## The Contact Centre team have it covered.....



We all know what a large and incredibly busy hospital this is, with so many patients and visitors telephoning and attending the site, the Contact Centre team are perhaps some the unsung heroes of the organisation. Leah Marsh, Contact Centre Deputy Manager, tells us more about the work vital work they do.

The role of the Contact Centre is very varied and, like the

majority of the hospital, is manned 24 hours per day. You will have all seen the distinctive uniform of the receptionists on Main Reception and ATC Reception, but what else is the Contact Centre responsible for?

With around 40 agents working in the team on a variety of rotas, including 2 on the night shift, each agent is multi-skilled

to cover enable them to cover each roles. They may be taking requests for porters or requests for maintenance work to be completed through the Facilities Helpdesk, answering the emergency contact lines e.g. cardiac arrest, fire and major incidents, but they do not deal with Security calls.

The agents answer all incoming calls to main telephone number for the Trust, an astonishing 4000-5000 per day. Of course, they never know who is calling; it could be someone who is distressed having found out their loved one has been brought into hospital, a GP wishing to refer a patient for treatment or connecting doctors to the on-call team.

Rather surprisingly, many of these calls are received from internal numbers rather than external ones.

## Welcome to our new volunteers!

On Thursday 14 March we welcomed an amazing 11 new volunteers to the team: Greta, Michael, Ndeye, Margaret, Julie, Christine, Joan, Dorothy, Robert, Fiona and Vanessa.

Joining us in a variety of roles including Chaplaincy, wards and library, please say hello or give them a wave when you see them!



## Contact Centre...continued

So, what does Leah's role as Deputy Manager in the Contact Centre involve? She joined the team 10 years ago as an agent, then has worked her way up through the roles of Deputy Shift Leader, Shift Leader and now to Deputy Manager. It is not unusual for members of the team to progress with the Contact Centre and the Estates and Facilities team as a whole, including some who have started as apprentices and are now in senior positions.

It gives Leah great satisfaction to see the Contact Centre apprentices develop in their role and progressing through their careers as she knows she and the rest of the team have played a part in this.

On a day to day basis, Leah will spend her time making sure the phones are answered in a timely manner and everything is working operationally as it should. Of course, there are also

meetings, planning and organising rosters but the role is quite reactive as anything can happen which can send her planned day off course, e.g. network failures, major incidents etc.

Reflecting on the volunteers, Leah responded "Volunteers are such a help to Reception, and have a great impact for patients and visitors as well. I'm so glad they are able to spend their time doing something like that."

*If you would like to spend some time shadowing in the Contact Centre, please let us know as there are some dates available, the next one being Thursday 23 May.*



## Please check your Volunteer uniforms.....

The distinctive red uniform of Volunteers enables staff, patients and visitors to easily identify you as someone who is kind and willing to help. If you are missing any parts of your uniform, please get in touch with the office team and we will be able to supply them to you.

- Please would you check the breakaway element of your red lanyard is working - this is very important so please test by tugging when around your neck and it should easily release - if it doesn't, please ask us for a new lanyard and please take off your badge when you are not on duty.
- Sometimes people have borrowed a second item when they have forgotten/left theirs at home so ensure you only have one t-shirt, gilet, fleece or apron.
- Please remember to wash your uniforms on 60°C - in line with infection control guidelines



## Coming up.....

There are a few things in April which you may be interested in attending. Please email [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk) to express your interest:

- Tuesday 2nd: Book Sale
- Volunteer Supported Refresher Training
- Friday 12th: Dementia Study Day
- Wednesday 24th Sage & Thyme
- Friday 26th Volunteer Supported Refresher Training



# Guest slot.... Philip, Volunteer Guide



Philip with Jaffa

When I retired in 2017 I was keen to ensure that at least one of my voluntary activities would combine fresh air and exercise, having spent most of my career behind a desk. Becoming a conservation volunteer at Wandlebury Country Park has certainly ticked this box and it provides a nice contrast to the hustle and bustle of guiding at Addenbrookes.

Situated on the Gog Magog Hills, just south of the Biomedical campus, Wandlebury includes more than 100 acres of woods, unique chalky grassland and 8 miles of footpaths, as well as the remains of an Iron Age hill

fort. Cambridge Past Present and Future manages the estate and even though there are 6 wardens, a sizeable contingent of volunteers is needed to help maintain it.

I carry out a wide variety of duties as a conservation volunteer. One day I might be mowing the lawns outside the old stable block and on another, I could be helping to coppice lime trees to allow more light into a particular area of woodland or perhaps hacking ivy off the 18<sup>th</sup> century walls of the inner Ring. It is a great place to learn new skills such as hedge laying and the correct way to prune fruit trees. I also get to accompany the wardens on some of the wild flower or tree identification walks which are offered free of charge to visitors.



My favourite task is helping to look after the six Highland Cattle. These shaggy, docile beasts are moved from pasture to pasture within the park to keep the grassland in pristine condition. Each one has a name and is recognisable by his/her appearance and unique character. My favourite is Flo who loves having her back scratched. The park has recently become temporary home to a herd of Norfolk Longhorn sheep. Each morning they are counted to make sure that none has escaped during the night. It is not an easy task because they keep moving around!

It is a joy to see Wandlebury in each of the seasons. Such a variety of colours, sounds and smells. I always try and arrive early in the morning to enjoy the peace. Just me, a few busy squirrels and numerous strutting pheasants.

For those Addenbrookes volunteers who want to add an outdoor component to their spare time activities, I highly recommend volunteering at Wandlebury!

*If you have or do volunteer elsewhere and would like to share your story, we'd love to hear from you.*

## Monthly Montage



@CUH\_Volunteers



@CUH\_Volunteers

**A GREAT PLACE TO VOLUNTEER**

Voluntary Services  
Box 214  
Cambridge University NHS Foundation Trust  
Hills Road

Phone: 01223 586616  
E-mail: [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk)  
[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)

## Other news.....

### Arthur - You Made a Difference!

Wow! Another of you, our amazing volunteers, has been nominated for a You Made a Difference Award.

Arthur, a volunteer guide based at Main Reception and the Crossroads, was nominated for "sensitive way Arthur noticed a patient and carer's



distress dealt with their need."  
Thank you and well done Arthur.

## Volunteering in Numbers - February 2019

2976.2 hours volunteered in February



1307.1 hours on Wards



62.3 hours Trolley Services



74.7 hours Survey Team



Guides 668.4 hours



PAT dogs 59.4 hours



Clinics & Units 249 hours



Courtesy Bus & Wheelchair 56.4 hours



New volunteers = 12 (including Chaplaincy)



Total number of hours volunteered in 2019 = 6374.6 (265 days)



In 265 days the Six Nations rugby tournament could take place 6 times!



If volunteers were paid at the minimum Addenbrooke's salary, in 2019 it would have cost the Trust £48,701.94



## Book Sale - 2 April

Great news, our first book sale of the year will take place on Tuesday 2 April in the Concourse.

- If you're looking for a book to read or to do over the Easter break or just fancy stocking up for your summer holidays, then nip over and pick up a few literary bargains.

All proceeds go towards improving patient experience.

## BOOK SALE



## Volunteering Opportunities

Do you have a passion for reading or spreading your love of books? We are in need of some **library volunteers** to visit the wards with our books.

We're on the look-out for some more **Clinic and Unit Volunteers, Ward Volunteer and Ward Visitors.**

With spring in the air you may be thinking about a more outdoors role. There is still opportunity to be a **Courtesy Bus and Wheelchair Volunteer** role but please bear in mind this is probably our most physically demanding role.

## Volunteer Awards Lunch

Just a quick reminder that the Annual Volunteer Awards & Celebration lunch will be taking place on **Thursday 6 June 2019.**

We will be sending out invitations in due course but please let us know if you believe you are due an award this year.



## Volunteer Forum

Our next Volunteer Forum is on Thursday 16 May in N3 seminar room. We have a representative from Maggie's Wallace coming to speak.

