

**A GREAT PLACE TO VOLUNTEER**

# Adviser

ADdenbrookes Volunteers Information & Events Review

**Volume 3, Issue 7**

**July 2019**

## INSIDE THIS ISSUE:

<b>Focus on: Care Network</b>	<b>2</b>
<b>Coming up....</b>	<b>2</b>
<b>Guest slot: Chris, Volunteer Guide</b>	<b>3</b>
<b>Monthly Montage</b>	<b>3</b>
<b>Volunteering in</b>	<b>4</b>
<b>Forum update</b>	<b>4</b>
<b>Other news...</b>	<b>4</b>

### Of particular interest in this issue:

- Mandatory training reminder
- New volunteering opportunities

### Keep cool.....!

With this very hot weather, some areas of the hospital become incredibly warm, particularly some of the wards and clinics.

Please remember to stay well hydrated and of course feel free to top up your water bottle from the Voluntary Services office.



## Year 10 Work Experience is Top Dog

Here in the Voluntary Services office we love to spread the word about volunteering, its many benefits and of course, you, our amazing volunteers.

Last week we were invited to speak to a group of 23 students from a variety of schools across Cambridgeshire about the impact volunteers from different roles have upon patients, visitors as well as staff.

Volunteer Guide, Arthur, spoke about his experience volunteering at Main Reception

and some of the ways he has helped patients and visitors.

Dianne and extra special guest PAT dog Hugo followed. Dianne described the impact Hugo has had on patients here, the power of how just seeing him brings a smile to so many faces. Naturally, the students then wanted to fuss Hugo and he was of course delighted with this!

Thank you to Arthur and Dianne (and Hugo) for taking time out to support the programme.



Hugo & Students



Arthur

### Welcome to our new volunteers!

We were proud to welcome 7 more volunteers to our amazing team on Thursday 18 July.

They will be making a difference to patients as ward volunteers and volunteer guides so please give them a cheery hello when you see them.



Holly, Simon Christophe, Jon, Federica, Jacqui & Jenny

# Focus on..... NHS Health Checks



We know it can be very difficult to get a GP appointment and sometimes you may have a little niggle which is bothering you but not so much that you want to trouble your GP or even local pharmacist.

Great news, if you're aged between 40 and 74 you may be eligible for a free health check being offered by Everyone Health here on site. The NHS Health Check programme is a public health programme which aims to keep people well for longer by identifying cardiovascular risk. It is a cardiovascular risk assessment and management programme (with elements of screening) to prevent or delay the onset of Type 2 diabetes, heart, kidney disease and stroke.

We have all heard about the rise in obesity and Type 2 diabetes and in turn the cost impact to the NHS and social care, so of course where possible prevention is better than cure! Additionally, people aged between 65-74 will be informed of the

signs and symptoms of dementia and signposted to a memory clinic as required.

As well as being within the appropriate age range, to be eligible a person has to have not been diagnosed with diabetes, not taking statins, not diagnosed with any sort of heart problem or heart disease, not diagnosed with kidney disease, not diagnosed with atrial fibrillation or peripheral arterial disease and not had a health check in the last 5 years.

Each appointment lasts 30 minutes and an individual's cardiovascular risk assessment is calculated using information including age, postcode,



gender and smoking status as well as family history, blood pressure, and alcohol intake.

If you would like to take up this opportunity, there are sessions almost twice a month until December 2019, just email

[ohshelp@addenbrookes.nhs.uk](mailto:ohshelp@addenbrookes.nhs.uk) to book. You will need to complete and take along the NHS Health Check form which is attached to the email and have read the information sheet also attached

The sessions available are:

- 1 August 9:30-4:30
- 3 September 1:30-4:30
- 18 September 2:30-4:30
- 1 October 1:30-4:30
- 16 October 2:00-4:30
- 8 November 1:30-4:30
- 20 November 2:00-4:30
- 13 December 9:30-4:30

Appointments are being held at Occupational Health, based on the corner Long Road and Robinson Way.



## Don't forget.....

There are lots of benefits outlined for volunteers, in the Benefits Booklet.

If you are looking at booking a holiday cottage, having a meal out, a facial, shopping, getting fit or even getting married and moving house there will be a discount you can take advantage of! Whenever you're out and about, its always worth having your ID badge with you just in case you can get a bit of discount.

## 'Rogue' Wheelchairs

We have recently discovered there are other styles of wheelchair on site and as a guide you should not be using them.

if you are collecting them from around the site, whether Courtesy Bus and wheelchair volunteer or a guide, unfortunately we are unable to give you

detailed advice where to take them so suggest taking them to either Main Reception or Outpatients and inform a member of staff there.

## Coming up.....

There are a few things in August which you may be interested in attending:

### August

Monday 9th	Face to Face Mandatory Training	10.00-12.00
Tuesday 20th	Sage & Thyme	09.00-12.00
Wednesday 21st:	Volunteer Mandatory Training (online supported)	13.00-16.00
Tuesday 27th	Volunteer Mandatory Training (online supported)	13.00-16.00
Wednesday 28th	Sage & Thyme	13.00-16.00



## Guest slot.... Chris, Volunteer Guide



Chris

In the next of our series featuring you, our amazing volunteers, we hear from Chris who has been volunteering with us for 5 years.

When listening to Chris speak about her career, it was no surprise that she'd jumped at the chance of becoming a paediatric survey volunteer when the opportunity arose. Having trained and spent just over 3 years training as a paediatric nurse at Great Ormond Street Hospital, she almost immediately went on to study for a further 18 months to be a general nurse at Westminster Hospital.

Getting married and relocating to Dorset were the next steps for Chris, and her career went back to paediatrics where she worked in the

Special Care Baby Unit at Dorchester Hospital. Not surprisingly the set-up was very different from her previous experience at GOSH, so after 6 months she moved to the hospital's children's unit where she stayed for a further 2 years.

In the early 1970s and with a young family, Chris and her husband moved to Cambridge and she became a school nurse, a role she clearly loved. So, if you were attending Cottenham Village College or one of its 5 feeder schools in the mid-1980s to early 2000s, Chris may well have tested your eyes, or weighed and measured you! She also garnered the nickname 'Pee Queen' as she ran a bedwetting clinic! 'I worked with some lovely GPs and families.' Alongside this role, for 15 years Chris was also a family planning nurse.

With the new millennium, it was time for a change and a great opportunity presented itself to Chris. Still working within schools, now 47 rather than 6, Chris worked with a team of doctors and nurses protecting children from tuberculosis. Arriving at 8.00 am to set-up, at the first visit to the school the team would conduct hundreds of Heaf tests to detect previous exposure to TB, returning the following week to read the result and administer the BCG vaccination. The programme took a whole

academic year to complete whereupon the team would return to the first school on the list and start again – a bit like the Fourth Road Bridge!

Unfortunately after 2 years the funding for the programme was re-allocated to London where the need was greater so Chris had another slight change in direction, training to be a post-natal doula. Spending 4-5 hours a day for 6-8 weeks supporting mums and their new babies, it has been a really fulfilling role for Chris. She became so fond of one family, she turned into an 'adopted granny to triplets, now 17! Chris also a 'proper' granny to a boy and girl, Sam and Rosie.

When not working, it's not surprising to learn that Chris helps out her neighbours. She also finds time to administer the chalice and reading the lesson in her local church. What led Chris to volunteering in the first place? Like many people, it was wishing to pay back for the wonderful care she had received after having broken her elbow. Joining the team as a survey volunteer, latterly as a paediatric survey volunteer, Chris now focuses her energy on guiding our patients and visitors to where they need to be.

*We love to hear about the lives of our volunteers outside their time in a red uniform so if you'd like to share your story, we'd be delighted to hear it.*

## Monthly Montage



July



**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)

## Volunteering in Numbers - June 2019

2409.65 hours volunteered in June



666.45 hours on Wards



157.60 hours Radio Addenbrookes



52.60 hours Survey Team



Guides 527 hours



PAT dogs 66.60 hours



Clinics & Units 267.30 hours



Chaplaincy 582 hours



Courtesy Bus & Wheelchair 50.90



New volunteers = 7



Total number of hours volunteered in 2019 = 17,774.8 (740 days)



In 740 days the Cricket World Cup could take place over 16 times!



## Quick reminder....

- We know you're really busy and sometimes due to holidays and other commitments you can't make it in.
- We also appreciate sometimes things happen last minute, but please let us know as soon as you can if you will not be coming in for your shift. This will enable us to inform your ward/department know you will not be in or organise cover.

Many thanks.

Holiday Time!



## Other news.....



### Volunteer Forum Update

#### Signage to Papworth

Signage to the new hospital is not part of the CUH way finding, however, CUH are working with Papworth to identify where extra signs may be required. Papworth will provide the signs

#### Papworth Appointment Letters

Volunteers have let us know that Royal Papworth patients are being told to park in the wrong car park (ie car park 1 rather than 2) in their letter information. Hotel Services will pass this information over to the team that is managing parking and ask them to contact the relevant teams

### Next Volunteer Forum

Next Volunteer Forum is Tuesday 3 September when we will have Carol Holloway speaking about Difficult Conversations & Bill Davidson, Macmillan volunteer and our new staff governor.

### Mandatory Training

Just a reminder that mandatory refresher training needs to be completed every 2 years. This means that those who joined before July 2017 who have not completed their training are now overdue.

There are a number of ways to complete it: online at home, online in a supported session here, or attend a face to face session. To book onto a session, please email [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk)

### 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 also on the look-out for a **leaflet Volunteer** to distribute information around specific wards on a monthly basis. This would be a good additional role for someone who would like to take a little more but not commit to another session a week.

Our new **Transport Volunteer** role marries aspects of the socialising with and providing refreshment for patients included in the ward volunteer, with the additional activity of the ward volunteer. If lots of variety in a role appeals, this may be the role for you.

For any of these roles, please contact us at [volunteer@addenbrookes.nhs.uk](mailto:volunteer@addenbrookes.nhs.uk) to express your interest.

