

CHECK OUT OUR NEW VOLUNTEERING ROLES

MEET AND GREET VOLUNTEER TRAINERS

Are you keen to learn more about the hospital and share your knowledge with new volunteers on Meet and Greet ensuring they are providing the best possible service to patients?

Could you commit to an additional hour each week, which when possible could be tagged on to the beginning or end of your current volunteer shift?

The role compliments the Volunteer Team Leaders role on Meet and Greet in providing training and support to new recruits. The role could help you develop or enhance your leadership skills or be a rewarding addition to your current role.

No experience required, full training given.

Please contact Laura ASAP if you're interested.

DEMENTIA FRIENDS

This is an important and interesting role providing support to our patients with Dementia or Cognitive impairment. No previous experience necessary as you will receive training in Dementia and have the support of the Dementia lead staff and Volunteer Service.

You would mainly spend time with patients, encouraging them to take part in activities, accompanying them on short walks or sparking conversations about bygone times with memorabilia.

The hospital are usually informed in advance of patients with Dementia attending the hospital, this means we can plan for Dementia Friends to come in when the patient arrives and spend time with them. We are also seeking volunteers to carry a bleep during their normal volunteering duty, allowing us to contact you on the rare occasions a patient with Dementia arrives unexpectedly.

If you or someone you know is interested in either role or would like more information contact Gina ASAP—0151 702 4368, volunteers@lwh.nhs.uk.



The Public Consultation for the future of Liverpool Women's Hospital Services is coming soon and we need your help.

Liverpool Women's will need your help if a public consultation goes ahead about the future of Liverpool Women's services. This help will be needed to:

- engage patients and visitors about the proposed reconfiguration of women's services in Liverpool
- hand out and assist patients/visitors with survey completion
- drop off surveys at clinics across the hospital site
- Collect surveys from drop off points

Please note that we do not yet know when a public consultation may start but it is likely to be early 2018. For those who may not be completely familiar with the work that has been done so far and the proposed plans in place for the future, we will share these details with you so don't worry.

We must approach a public consultation with an open mind. It's about sharing information, listening to people, and hearing different perspectives/concerns. While only one option is being presented for consultation (new hospital next to the new Royal), this is genuinely an open, reflective process. It must not be seen as a forgone conclusion that the preferred option will go ahead. No decision has yet been made and will not be made until the public's views are properly considered. We can't underestimate the importance of this.

If you are considering supporting the consultation (if it goes ahead) it is really important that you are not seen to be influencing public opinion. Your role will be to share information, not champion a particular outcome.

We know this can be a difficult position to maintain and will provide training to support you.

The date for the training is on **Wednesday 29th November, 9.30am to 1.00pm** in the Blair Bell and will be facilitated by the Liverpool CCG.

On the day you can expect to find out more about:

- Liverpool Clinical Commissioning Group (LCCG)
- Overview on the public consultation and the proposal for a new Liverpool Women's Hospital
- Gathering responses to the proposals set out in the consultation:

Why gather feedback?

How do we gather feedback?

Good practise examples and the importance of being impartial

Collecting equality and diversity information

If you can help or would like further information contact us at the volunteer's office on 0151 702 4368 or e-mail volunteers@lwh.nhs.uk.

A response to simply say that you are able to help would be much appreciated. We will then add you to the list of attendees for the training day above. If you would like to help but are not available for the training, please still response as we will add your name to a list of potential helpers and may be able to arrange further training soon.



Come and join us at the Annual Members' Meeting (10am, Saturday 14th October 2017)

You are invited to attend Liverpool Women's Annual Members Meeting from 10am this Saturday.

Please come along with family and friends to find out what has been happening at Liverpool Women's and what some of the plans are for the future.

As well as being welcomed with a complimentary breakfast on arrival at 10am, you will get to:

- Hear about our recent achievements
- Find out about our exciting plans for the future
- Ask our staff questions about the things that matter to you
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There will be a marketplace accompanying the breakfast buffet from 10am featuring information stands with a range of staff from services across the Trust present to talk to attendees.

The formal Annual Members Meeting will take place from 11am-12pm. This will be followed by an opportunity to ask the Board of Directors questions about the items discussed during the meeting, before the event ends at 12.30pm. Please note that times may vary slightly on the day.

Start your weekend with us. Breakfast and refreshments will be available before, during, and after our Annual Members' Meeting. There will also be some craft activities for children so please feel free to bring them along too.

All Trust members and members of the public are welcome to attend. There is no need to book a place, just make a note of the time and date and come along on the day.

The event will take place in the Blairbell Education Centre in the main hospital building. Parking is FREE for those who attend.

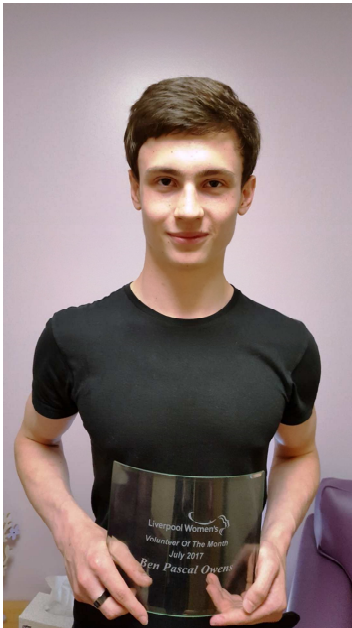
The Charity are hoping to hold some bucket collections in the main reception and outside the Hewitt Centre to mark National Fertility Awareness week (30th October – 3rd November). Between 11.00am – 1.00pm each day.

If any of you would be happy to hold a bucket for them and give out leaflets get in touch, usual way

T: 0151 702 4368 or e-mail volunteers@lwh.nhs.uk

Volunteers of the Month

July 2017



Ben Owens

August 2017



June McKie

Congratulations to our latest two Volunteer's of the Month.

Unsurprisingly, **Ben Owens** was nominated for Volunteer of the Month by staff from Honeysuckle and patients attending the drop in session.

Staff said, he blew them away at how calm, caring and approachable he is in what can be a very emotional environment.

He received an unprecedented nine nominations from families using the drop in service, they've commented on him being on hand with a box of tissues, how nothing is too much trouble for him, how kind and considerate he is and that he is always on hand to make a brew. He is a friendly face that makes everyone feel welcome. They commend his ability to respect and listen with interest as people talk about their journey. He quietly gets on with things in the background, freeing up the staffs time to spend with the families. They feel well looked after by him.

Ben was also congratulated and thanked by the Trust Board at one of their Board Meetings recently.

This is **June McKie's** second Volunteering award, she was also Spring 2014 volunteer of the Season! June has been a volunteer for 10+ years and has helped in various departments. She's currently based with the Patient Experience Team and does a fantastic job inputting the Friends and Family cards. She's reliable, committed and is well liked by the team, they say she really engages with everyone and though her job is not the most interesting, she never moans or seems disinterested.



ITEMS WANTED

We are starting a Knit and Knatter group in Gynae Admissions to help our patients wait for Theatres a little more enjoyable and relaxing.

We require balls of wool, knitting, crocheting and darning needles, and wicker baskets or something suitable for storing the wool and needles in.

We would also be grateful for new or used (in good condition) playing cards!

Colouring and drawing can also be a good way to help patients relax and pass the time away, and we'd welcome donations of pencils, felt-tips and adult colouring books.



Please drop all donations to the Volunteer's office. If the office is closed, you can take donations to the main reception desk, but please tell them it is for the Volunteers' Department.

Many thanks, Gina

THANK YOU

Well done Matbase Volunteers—Nicole S and Chloe S!

Hi Gina,

I would like to give you some positive feedback regarding volunteers. On Friday night I worked a night duty shift and transferred 2 patients to maternity ward.

On arrival to the ward approx. 9.30pm, I was met by 2 very friendly and helpful volunteers who helped me settle the patients into their beds, brought ice water and tissues. I must say I was very impressed.

Kind Regards

Gill W. Matron for Gynaecology

*To Gina, I would like to pass on some nice feedback about **Margi** the volunteer. She has been making up the Red Packs and bringing them to me on Mat Base. It really is such a great big help to the ward and we really appreciate it.*

Thank you, Amy J. Housekeeper.

If you or someone you know is interested in becoming a volunteer, please contact the 'V' Team on 0151 702 4368 or e-mail: volunteers@lwh.nhs.uk

The Enhanced Midwifery Team need your help on Thursdays 2.30-4.30pm!



The Enhanced Midwifery Team are currently involved in a new initiative which was launched on Monday 25th Sept at the Women's Hospital. They were wondering if any volunteers would like to get involved? From next week they will be giving out baby boxes to all pregnant women (just like the boxes issued in Finland for babies to sleep in)

Every Thursday from 2.30-4.30pm in the parent education room (ANC) one of the Midwifery Support Workers (MSW) will be putting together the baby boxes and handing them out to Women. They would very much welcome volunteers getting involved in helping the MSW with this.

It would also be great experience for anyone considering a career in Midwifery, as the support workers would be giving advice to Women on safe sleeping and anything else that the Women need advice on. That said, you don't have to be a budding Midwife to get involved, anyone can help!

If you would like to get involved, contact Gina on 0151 702 4368 or e-mail volunteers@lwh.nhs.uk—ASAP!