

April 2018

Issue 013

Volunteer Brief

LWH NHS Foundation Trust

Liverpool Women's



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Dedicated To Excellence Awards Evening

All our winners of Volunteer of the Month between April 2017 to March 2018 were invited to attend the Trusts Annual Awards Ceremony, at the Marriot Hotel in Liverpool on Friday 20th April. They had a three course meal and waited in anticipation for the announcement of Volunteer of the Year!

There can be only one winner, and the judging panel had a tough time choosing, which we can appreciate because in our eyes you're all winners!

Without further avail I can announce that Margi O'Hare is this years Volunteer of the Year. Truly well deserved, as I've no doubt that those of you who know her, and that's most of you, will agree!

Margi was delighted and you can see a picture of her cherishing her award on the next page.

Volunteer of the Year 2018



Margi has been a volunteer for over 5 years. She comes in, not once or twice, but up to 5 times a week. She is one of our most loyal and dedicated volunteers, nothing is too much trouble

Volunteer of the Year Nominees 2018



Kevin has been a volunteer in the post room since 2009, he is always on time and does his job very well. He has a beaming smile and gets so much out of doing the role.



Anne has volunteered on Matbase since 2013, she is reliable, committed to her role, and always exceptionally kind and smiling, is thorough and enthusiastic and often helps other volunteers.



For over 10 years **Thelma** has been visiting patients each week on the Gynae wards, helping people to feel comfortable and able to chat openly and honestly to her, a valued support.



Gaynor has been a volunteer since April 2008, her dedication over the years has been invaluable, to the Macmillan team and other departments. She is versatile, flexible and works to a high standard.

Volunteer of the Year Nominees 2018



For 8 years **Patrice** has supported patients and staff on the Gynaecology Unit. She is always smiling, helping patients by going the shop and taking the library trolley around.

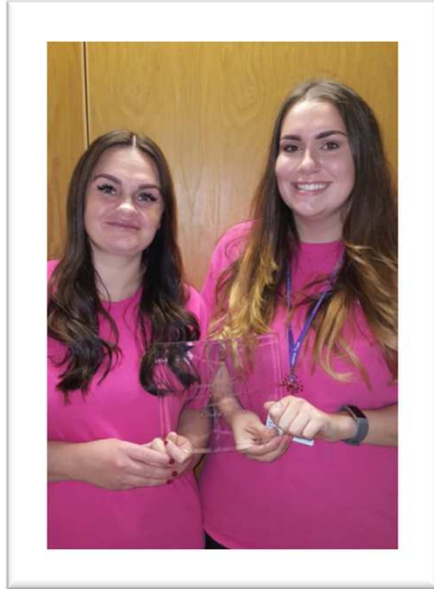


The Patient Experience team nominated **June** because they said she is always so good. She comes in and gets on with her work with no fuss. She is well liked by the team and really engages with everyone.



Vivi demonstrates enthusiasm and commitment to volunteering. Starting on 1 day she soon upped to 3. She was the first volunteer to respond to our request for Gynae Twilight Volunteers.

Volunteer of the Year Nominees 2018



Chloe and **Nicole** were nominated for their friendly and helpful nature, making sure patients were settled and comfortable when transferred to maternity ward during the twilight shift.



Vicky has been a great volunteer from the start. She got to grips with the hospital and Meet and Greet role quickly and was soon helping support volunteers new in post.



Natela is a conscientious, hardworking member of the Infant Feeding Team. She works so efficiently, helping to make things easier for the team.



Pictures from the Dedicated To Excellence Awards Evening

Volunteer's Annual Celebration

Carrying on with the theme of celebrating; this years Volunteer Annual Award Celebration will be held in the Atrium on Thursday 28th June, 12.30pm to 4pm.

We had so much positive feedback on last years event, that we've decided to repeat the high tea afternoon, with fine bone china, white table cloths and bunting, and we're also hoping the Execs and Non Execs are free again this year to wait on you all.

We have also had confirmation that The Right Worshipful, The Lord Mayor, Cllr Christine Banks will be attending.

We'll send out more detailed information nearer the time and invitations, for now keep the date free as it promises to be another special occasion.

Newborn Appeal Fundraising

From April 2018 the volunteer service are supporting the fundraising managers with their events and initiatives. Below is a list of events that they need your help with. If you can help or would like more information please e-mail Nadia and Lisa directly at fundraising@lwh.nhs.uk:

31st May knit and natter

2 x volunteers to staff the knitting stall from 12.00 to 2.00pm

2 x volunteers to help with teas and coffee's in the Blair Bell from 11.30- 2.00

1st June to 30th June

Sell raffle tickets in Main Reception

13th to 15th June Summer Fairy Fayre

Volunteers to staff the following stalls from 10.00 to 4.00

Tombola & Raffle

16th June Summer Fairy Fayre

Volunteers to staff the following stalls from 10.00 to 4.00

Tombola

Raffle

Card craft stall

Gift craft stall

Pound in the bucket game

Name the doll game

Changes to Volunteer Role on Matbase

From June/July, volunteers based on Matbase will be given an updated volunteer role description and local induction checklist that includes Comfort Rounds and manning the Reception Desk.

These two activities are listed on the current role description but not routinely undertaken by volunteers.

The staff will encourage volunteers to fulfil these two tasks and provide guidance and training.

The tasks are to be included in the Local Induction Checklist for Matbase so that all volunteers understand what is expected of them.

Further details will be released near the time of launch.

Dementia & Cognitive Impairment Friend (DCIFriend) update...

We're introducing a new DCIFriend role in June to help support the 200+ patients living with Dementia and Cognitive impairments that use our services at the hospital each year. These patients may need extra support, in a socialising capacity, to make their stay a more enjoyable one. Chatting, reading, having a cuppa out of a bone china tea set, looking at bygone memorabilia, listening to music on a record player, going for walks around the grounds are just some of the activities you and the patient can do together – Full training and support is provided. If you or anyone you know are interested in this role please contact us on 0151 702 4368 or e-mail gina.barr@lwh.nhs.uk quoting DCIF

Mandatory Training

We have introduced a new and improved mandatory training workbook, which at present can be e-mailed to you or given as a hardcopy. Soon, you can access it from a Trust computer (preferred method), you can either use the spare pc in our office or the pc's in the Trusts library.

The improved training has been circulated to volunteers who started in post from January 2018, and it will be distributed to anybody else who isn't up to date with their mandatory training in the next couple of weeks.

Always remember, if you need help with completing the training, all you need to do is speak to Sarah and Gina.

General Data Protection Regulation

From 25 May 2018, the new EU General Data Protection Regulation (GDPR) will be coming into effect across all member states. To comply with the new requirements of this law, we are updating our privacy notice.

A Privacy Notice is a notice to anyone of what another individual, group or organisation is doing with their personal information.

A copy of GDPR compliant privacy notice will be available to view in the Volunteer's Office from May 25th, 2018.

Volunteers Needed

Liverpool City Region Skills Show, are delighted to launch the Liverpool City Region Apprenticeship Awards 2018.

It's designed to be a celebration of apprenticeships including the best apprentices and apprentice employers within the Liverpool City Region.

Liverpool City Region (LCR) Skills Show is taking place at Exhibition Centre Liverpool on Monday 18 June 2018 and are recruiting 30 volunteers to work alongside the Events Team to help run it. They have 2 sessions available 08:30 – 13:30 or 13:00 – 18:00 and lunch is provided.

The Volunteering Programme is a fun and rewarding experience, helping those individuals to develop a range of new skills, boost their CV and meet new likeminded people. If you or anyone you know is interested in volunteering at the LCR Skills Show please email katie.bellamy@prospects.co.uk by 5pm on Friday 1 June.

Positive Feedback



On Monday, 30th April, a member of staff witnessed the volunteers on Meet and Greet come to the aid of a young patient who had collapsed near one of the lifts. The staff said the volunteers were lovely with the patient, two of them (Saleha & Megan) stayed comforting and reassuring her, while the third volunteer (Binta) went to get help and water.

Fantastic work ladies, we're so proud of you all for your actions and speedy response. Saleha and Megan, you certainly know how to make a good impression on your first day, and Binta, thank you, your experience undoubtedly came in to play to help the situation and support the new volunteers today.

The Meet and Greet service continues to grow from strength to strength by supporting the Antenatal Clinic and the Patient Evaluations Surveys in Emergency Department and Outpatients. Thank you everyone for all your hard work and commitment to supporting our patients. It's always good to receive positive feedback from staff.

Photo L-R = Binta, Megan & Saleha

NOTICE BOARD

PAMPER SESSION – DON'T MISS OUT!

Clarins - John Lewis will be on site on **Wednesday 9th May** between International Day of the Midwife and International Nurses Day to give mini massages.

They will also be bringing products for staff to purchase. They will be situated in the conservatory between **10am and 2pm**.

WORKS MOBILE PHONE NUMBER

Did you know we have a works mobile for incoming calls and text messages. The number is 07757057918, if sending a text you must include your full name with the message because your phone numbers are not saved in the phones contacts.

FACEBOOK

We have a Facebook page for volunteers (closed group). Please join us for up to date news and information sending a friend request <https://www.facebook.com/profile.php?id=100014172132218&fref=ts>, or by typing LWH volunteer in your search box.

**VOLUNTEER'S WEEK –
is 1st June to 7th June 2018**