

News for you

January – February 2019

Warm Welcome To November and December New Starters

Abigail H	Aimee L	Aleena J
Caitlin C	Charlotte M	Eleanor M
Emily P	Emily R	Emily B
Emma H	Jacqui M	Jennifer L
Joy D	Katie C	Leann T
Lynn F	Mai A	Mylan B
Oluwakemi K	Peter L	Ruby W
Sana N	Sana G	Siobhan B
Vikky L		

Happy Birthday Wishes for January and February

Alan	Aleena	Alison
Aminata	Charlotte	Chris
Danielle	David	Ellie
Frank	Iman	Jacqui
Jessica	Joan	Julie
Katie	Katy	Kekeli
Linzi	Lisa	Michael
Michaela	Rachael	Sally-Anne
Samarah	Steven	Valerie
Vicky	Yam	Zervern

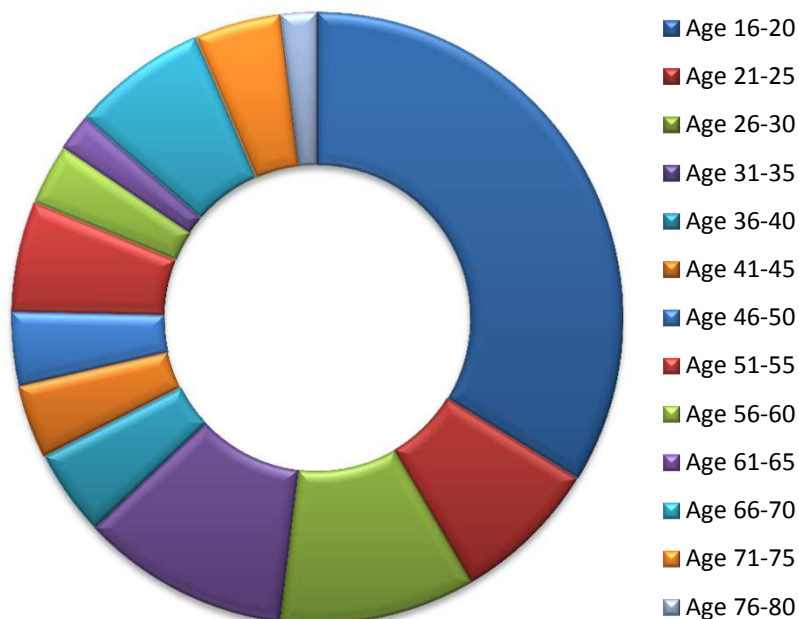
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Help Needed
and Alerts

Age Range of our Volunteers



News in brief

VOLUNTEER ANNUAL CELEBRATION 2019

Thursday 6th June – keep the date free!!

Here are a few pictures from last years annual volunteer celebration:



A great time was had by all, over 40 volunteers came and each received a lovingly handmade gingerbread volunteer with a raffle ticket lanyard from Gina and Sarah!



The Execs and Non-Execs came out in support to wait on our volunteers and serve them their high tea. We were also joined by the Right Worshipful Lord Mayor Christine Banks in celebrating the fantastic work of our volunteer helpers.

Taking time off?

Holiday

Exams

Please do keep the volunteers office informed by telephone, e-mail or text to prevent losing your place!

News in brief

December Volunteer of the Month

Vivi is a pleasure to work with, always smiling, pleasant and nothing is ever too much trouble for her.

Despite a busy home life and work commitments, she endeavours to volunteer as often as possible, even coming in over Christmas and New Year!

Vivi joined the volunteer service in July 2017 and has volunteered in Meet and Greet, Maternity Services, Gynaecology and more recently supporting the genetics team in a clerical capacity.



January Volunteer of the Month

Gill visits the patients on the wards every week and is a valued support to those she converses with. She helps people to feel comfortable and able to chat openly and honestly to her, and this brings them comfort knowing they are being supported and cared for by the chaplaincy team. This is a role she has undertaken for many years and has always been sympathetic and perceptive to people's needs.

Since I started in my role as Trust Chaplain, Gill has been an invaluable support to me, visiting other areas when needed and giving regular feedback, which has enabled me offer continuous support to people. She gives of her time so freely, and as well as visiting patients will also help with manning information stands at Trust events, and helps out with the Honeysuckle Bereavement Service. Generally, where chaplaincy or pastoral care is needed – Gill is there!

I feel that I can trust and confide in her, and her encouragement and support to me and the team is invaluable.

Look who we bumped in to out and about at the hospital!

Kat, volunteered at the hospital between Jan 16 and May 18, she is now fulfilling her dream of becoming a midwife studying midwifery at Edge Hill University.



It was lovely catching up with her recently on placement at The Women's Hospital. Sarah and Gina felt like proud parents!

See if you can spot Kat on the next page receiving Volunteer of the Month?



'Binta,
Volunteered at the hospital in 2018 and is now working as a Health Care Assistant in the Hewitt Centre.'

We'd love to hear your success stories.....

2018 Volunteers of the Month and Volunteer of the Year



Recipients of Volunteer of the Month – April 19 to Dec 19 will be invited to attend the Dedicated To Excellence Awards Evening on April 18th 2019 for the announcement and presentation of Volunteer of the Year 2019.

Look back at 2018

Mandatory Training

Introduced a new mandatory training programme bespoke to volunteer.

Office Move

We moved offices from up on the second floor to a more prominent and easily accessible position in Main Reception.

Reading to Bump

We introduced the innovative Read to Bump sessions, which run alternate Fridays and are supported by our Volunteers.

Dedicated to Excellence 2018

All our 2017/8 recipients of Volunteer of the Month were invited to the Dedicated to Excellence Awards evening

Health & Wellbeing Events

Events organised throughout the year and introduction of the Rock Choir – all volunteers are welcome, dates available from the Volunteers Office.

National Volunteers Week 2018

Annual thank you event was held for Liverpool Women's Charity wonderful Little Woollens volunteers who helped raised over £20,000.

Volunteer of the Year

This years well deserved recipient of Volunteer of the Year goes to Margi O'Hare.

Meet and Greet

Our meeters and greeters helped over 16000 Patients and visitors last year.

Radio City Recruitment Drive

Volunteers helped at the Radio City Recruitment Drive campaign in Williamson Square.

Cherry Trees for Mark

Mark Aldrige, a gardening volunteer sadly passed away. The trust planted several of his favourite type of Cherry Tree near the ANC entrance in his memory.

BBC 'Hospital' Programme

Liverpool Women's took part in series four of BBC Two's 'Hospital' programme

Secret Shoppers

Revamped and reintroduced in November

Service of Remembrance for Baby Loss

Awareness Week 2018 in St Georges Hall which was turned pink and blue to raise awareness – supported by our volunteers

Dementia Friends

Introduction of Dementia Friends on the Gynae Unit. Their role is to help enhance our patients stay at hospital by providing companionship and social support.

NHS 70 - LWH celebrates 70 years of the NHS

Volunteers Annual Award Ceremony

Another super well attended event to commend the brilliant work of our volunteers, supported by the Exec Board and Her Right Worshipful, Lord Mayor.

Liverpool Women's Charity

Volunteer service linked with the Charity to provide volunteer support at fundraising events and charitable activities.



HELP WANTED

Reading to Bump

We're looking to recruit enthusiastic and committed volunteers to support our Reading to Bump programme which runs for a couple of hours on alternate Fridays in the Parent Education Class, Ante Natal Clinic.

The session is for new and expectant parents to experience communicating with their new and unborn children through a variety of reading material – books, newspapers, leaflets, social media – anything to stimulate communication between parent/guardian and child. We will also offer as part of this drop in service, the ability to refer to a midwife for advice and support, including safeguarding and Early Help (EHAT) from our safeguarding, and enhanced community midwifery team.

The volunteer role involves:

- Preparing the room
- Provide support to parents with talking and sharing literacy to unborn and newborn babies
- Explain the benefits of reading to bump
- Give out BookStart packs and offer registration for babies first library card.
- Serve Refreshments
- Read/rhyme and involve older siblings
- Clean and safety check all books/toys/games

If you're interested please contact us:
volunteers@lwh.nhs.uk



IMPORTANT NOTICE ABOUT ATTENDANCE



Volunteering positions in the wards and clinics are very sought after and in high demand!

During 2018 the volunteers' average weekly attendance was 58%. This means that on average volunteers failed to turn up to almost 40% of volunteer shifts that had been committed to.

This low level of attendance leaves a significant shortage of volunteer support. To help alleviate this shortfall, from April 2019 we will monitor attendance more closely and only offer clinical area volunteer roles to those volunteers who are able to demonstrate a good level of reliability.

If your current commitments/circumstances don't allow you to attend regularly we would like to continue to support you, but in the Meet and Greet role which has a great deal more flexibility, with the intention of you returning to a clinical area as soon as you are able to.

Finally I would just like to say thank you to our many volunteers who provide an excellent level of attendance – your continued support and commitment is much appreciated.

Alerts

SIGNING IN FOLDER

Please ensure you follow the correct procedure for signing in and out. We are aware that some volunteers add the finishing time to the sheet at the start of their shift. You must sign in as you arrive for duty and sign out when you leave this is for health, safety and fire regulation reasons.

PLEASE NOTE – the signing in folder is kept at main reception out of office hours normally between 4.30pm-8am, weekdays, and all weekend, also when the office door is locked during office hours.

ABSENCES

IF YOU'RE NOT COMING IN - YOU CAN TEXT YOUR **FULL NAME AND DATE OF ABSENCE** TO 07757057918 or EMAIL: VOLUNTEERS@LWH.NHS.UK

FACEBOOK

We'd love you to join us on **FACEBOOK** – friend request us at **LWH Volunteer**



CHOIR

Come and sing away those blues at our hospital choir. No singing ability/experience needed – just turn up and have fun!

We meet once a week – normally over a lunch time period – ask in the office for dates and times.

Mandatory Training

There is a delay in going live with the mandatory training on ESR. Please bear with us, we will issue times and dates for you to complete your training as soon as possible. In the meantime you can still complete the Safeguarding training on ESR–time slots will be issued imminently.

Volunteer of the Month

Is there a fellow volunteer that goes the extra mile and you think they deserve to receive Volunteer of the

Month, why not submit a nomination form available from the volunteers office or email volunteers@lwh.nhs.uk

JEWELLERY

Wearing rings other than a single band on the ring finger is contrary to hospital policy.

Wearing rings can make hand hygiene more difficult.

Several studies have shown that the skin underneath rings are more heavily colonised with bacteria.

The risk of cross infection from one patient to another is increased with the wear of inappropriate jewellery and false nails

Thank You

Thank you to all the volunteers who helped mystery shop Outpatients, ANC, Main Reception, ER and the MAU waiting area. It's a fantastic tool for discovering the areas we're doing well in, and the ones that require some improving.

More are planned for throughout the year – we'll keep you posted!

Special thanks also to the many volunteers who supported raffles, and the Summer & Christmas events organised by the Charity.

We would love you to send contributions to the next edition of **NEWS** for you to volunteers@lwh.nhs.uk

Trust News

Neonatal Project – Update

We would like to take this opportunity to update staff on the progress of the Neonatal redevelopment project, particularly in relation to the external works now actively being progressed.



Staff will have noticed the creation of the *Interserve* compound and the temporary changes made to the road layout around the site.

Within the compound area a significant amount of excavation and building work is now taking place - interestingly, we have reached the basement of the houses that were previously on this site.

These works will be followed by the building of foundations on which to hold the new Neonatal intensive care pods around the outside of the building and linked to the present Neonatal Unit. The image below shows how the pods will be positioned onto the existing unit.

For health and safety reasons during these works the contractors have installed boards on the windows on the ground floor within the area of the compound which will provide protection to our staff, patients and visitors using these rooms from potential debris and fire.

In partnership with our contractors we are considering ways to improve the working environment during these works which include, for example, improved lighting, ventilation and some portable air conditioning units. Work will commence in these rooms this week.

We appreciate the patience and co-operation of staff in these rooms and we aim to have improved working conditions restored within the next few weeks

BBC Hospital –Sharing with the nation the amazing achievements and many challenges at Liverpool Women's

The award-winning documentary series *Hospital* (made by Label 1) returned for a new series earlier in January, capturing the day-to-day life of six hospital trusts across the city including Liverpool Women's. The series was filmed between October and January 2019 amid many challenges for the Trust's involved.

Shown from multiple perspectives, audiences witness the complexities of the decision-making that we face every single day, and the impact these decisions have on patients.

If you have missed any of the episodes, for a limited time only, watch them on the [BBC iplayer](#).