



VOLUNTEERS' NEWSLETTER

Issue 2 August 2016

ANDREW TYSOE

VOLUNTARY SERVICES
MANAGER

It has been a very exciting time since our first Newsletter was sent out in May.

We launched our new Volunteer Clothing in June, and already the public, staff and patients are telling us that it is great that we have a recognisable look, and that they can approach volunteers for help and assistance more easily.

Our Volunteer drop in sessions were well attended across all the hospital sites in June, and we will be doing some more in September. It is a great chance to meet fellow volunteers, share experiences and to feedback to Jackie and myself over a cup of tea and a biscuit.

Our Quarterly Awareness events where guest speakers attend to talk to volunteers about a particular aspect of the Trust have been very well attended. The volunteers who came found them extremely useful. Any volunteer can book with us to come along regardless of which hospital they volunteer at. Unfortunately, we are unable to pay travel expenses. The next event will be in October and full details can be found in this newsletter.

Thank you for returning your volunteer hours so promptly. The Trust board now receives a monthly report on the activity and achievements of its volunteers. We reported to them that for June, ULHT volunteers did an amazing 3104 hours, equating to 83 full time equivalent staff! A magnificent achievement to all of you. Keep up the good work.

VOLUNTEERS WEEK 2016

To mark this years Volunteers' week every ULHT volunteer was invited to a meet and greet organised around our 3 hospitals where we enjoyed tea, coffee and cake.

Voluntary services would like to thank you again for all your help and dedication throughout the year, you play an integral part in supporting ULHT around the county.



Dates for your diary Meet and Greet Events

Due to the success of our meet and greets in June we have arranged some further dates for your diaries, it's a chance to meet other volunteers and your voluntary services team.

Pilgrim -Tuesday 20th September,
10am -12pm in the Hospital Main Restaurant

Lincoln – Wednesday 21st September,
10am – 12pm in the Main Restaurant

Grantham – Thursday 22nd September,
10am – 12pm in the Main Restaurant

We look forward seeing you all.

Keeping your Volunteering details up to date!

We can't stress enough how important updating your details is.

Have you moved within the last 12 months? Do you have a new address or telephone number? Are you receiving this newsletter through the post, but you would prefer it by email?

If this is you, please contact the Voluntary Services department on 01522 597838 or email voluntaryservices@ulh.nhs.uk to update your details.

We have been updating our database over the last 12 weeks and now have 94% of volunteers that are confirmed as active and volunteering every month. Can you please ensure you are sending in your attendance hours before the 14th of the month or letting us know if you are unable to volunteer so we can update the system.

Training Opportunities for Volunteers

Safeguarding Level 2 Dates

Aug:	03/31
Sep:	20/26/27
Oct:	05/31
Nov:	08/29/30
Dec:	01/23

These will be held across all 3 hospitals, if you would like more information or would like us to book you on these free training opportunities, please contact Voluntary Services at voluntaryservices@ulh.nhs.uk or telephone 01522 597838.

Have Your Say

This is your newsletter and we would like to hear from you.

If you would like to say something or something magnificent has happened to you in your volunteering department, please let us know and you could be in our next quarterly newsletter.

Contact Voluntary Services department on 01522 597838 or email voluntaryservices@ulh.nhs.uk

Volunteers Uniform

As most of you will be aware we launched our new uniforms in June and we have received a lot of positive feedback from staff and patients about volunteers wearing the bright yellow polo/fleece tops around all 3 hospitals and how patients are finding it easier to approach someone for help.

These uniforms are not compulsory but we have already issued over 78 items and if you would like to place an order please find attached a copy of our uniform order form. Simply fill out this form with your size and department and return to voluntary service department.





Michael Cassidy – Grantham Hospital

I have been volunteering at ULHT for 8 years and although I have been in a few departments. I have been with most of the original team from the start. (Ward 6 became Ward 2).

It gives discipline to my life and a great satisfaction having helped others in some way and knowing I made a little difference to someone's day that being staff or a patient. I enjoy the Interaction with others, conversations, another point of view and being part of a team however modest my contribution.

I do a very wide range of Trust Activities from representing the public (patients) on various formal inspections, representing the patients on committees/forums and enjoy every minute of it and look forward to the next 8 years.

**Julie Record – Ward Sister
(Michael's Volunteer Supervisor)**

"Michael has been a Ward 2 volunteer for 2 years. He is a dedicated, loyal and trustworthy member of my team. Michael's contribution to Ward 2 is immensely appreciated and we would struggle without his help. Michael is always polite and helpful and nothing is ever too little, he puts away our stores and always reminds me when the stock is low, he cleans and restocks the IV trollies and always gets the job done and makes my job a lot easier. Michael not only helps out on my ward but also volunteers for ULHT and has recently sat on Matron interviews as a member of the panel to asks questions from a member of the public point of view. I appreciate all our volunteers and they do play an important role with the organisation."

Spiced Beef

**Preparation: 15 minutes + marinating;
cooking 1 ½ hours.**

**900g/2lb topside of beef, rolled and tied
1.1 liter/2pt dry cider
1 onion peeled and sliced
1 bay leaf
½ tsp ground cinnamon
½ tsp group all spice
½ tsp salt
½ tsp freshly ground black pepper
4-5 Tbsp fresh chopped parsley
Parsley sprigs and salad leaves to garnish**

1, Place the joint of beef in a deep glass dish.

2, Mix together the cider, onion, bay leaf, cinnamon, allspice, clove, salt and pepper. Pour over the beef. Cover and leave to marinate in the fridge for at least 12 hours or overnight.

3, Preheat the oven to 140C/275F/Gas mark 1. Drain the beef and transfer to a roasting pan.

4, Place half the marinade and 300ml/1/2 pt water in a saucepan and bring to the boil. Pour over the beef and cover the pan with foil. Roast for 1 ½ hours until the meat is tender.

5, Remove the meat from the pan and allow to cool on a wire rack. Spread the chopped parsley on a sheet of greaseproof paper and roll the meat over it to give an even layer all over.

6, Cut the spiced beef into slices and serve arrange on a platter. Garnish with parsley sprigs and salad leaves



Volunteer feedback survey

Volunteer statement:

Being able to communicate with people and the help I get if needed nothing is too much trouble even when I'm not feeling so good sometimes and it is made clear to me that I don't have to do anything I wouldn't feel comfortable with.

Voluntary Services Manager Feedback

All our volunteers should be valued and feel part of the team and their roles should always be flexible to meet the needs and capabilities of volunteers. This is very much good practice in action.

Volunteer Statement:

My supervisor always says thank you, but appreciation through a good morning, thank you, etc., not part of other staff remit! Reception staff always speak, but there seems to be a 'distance' with other staff: the volunteer seems to have to make the first move. It is noted though that I have never seen volunteer services appear while I have been working. I would not know the Volunteer Services Manager if seen. I understand there is a volunteer who assists in but I am not sure that I concur with the way that business has been conducted. I think one thing that would help is the recognition that many volunteers are highly qualified, professional people and give much time to Trust Board meetings as well as working in departments and on wards

Voluntary Services Manager Feedback

Clearly the Trust can do better in the way some of its staff appreciate and acknowledge volunteers. Recent improvements in communication to staff and volunteer's by Voluntary Service team, including this newsletter and other initiatives highlighted within it have helped improve awareness and understanding of what volunteers are achieving at the Trust. Over the last few months all of our volunteers have been contacted and the majority have been personally met by myself or Jackie.

All our volunteers are very special and valued regardless of their professional background. We do however want to maximise the skills and expertise of our volunteers, so if you have a particular skill or expertise that you would like to bring to your volunteering at the Trust do not hesitate to let us know.

Summary

Thank you to all 42 volunteers who responded to our recent survey. All your comments are valued and will help us to continue to address any weaknesses identified by you and improve still further our support of you as valued volunteers.

Some of the key results from the survey are as follows:

- 78% of you felt your volunteering had a great deal or a lot of impact
- 77% of you felt it was very easy or extremely easy to get along with other volunteers
- 85% of you felt that Staff were very or extremely friendly to you
- 78% of you felt that your Volunteer Supervisor made you feel Extremely or Very appreciated
- 83% of you felt very or extremely satisfied with your Volunteer experience
- 98% of you are likely to continue volunteering with the ULHT
- 85% of you would recommend volunteering to a friend or colleague

Additional Volunteering Opportunity

Clean and Repair Syringe Driver Boxes

An opportunity has recently arisen for a volunteer based at Lincoln with an additional couple of hours a week spare, to help keep the Syringe Boxes clean and replenished for patient care.

Full training and support will be provided.

Please Contact the Voluntary Service Department for more information

Our last workshop
Dementia 7th July 2016

If you missed out on the last workshop don't worry, we will be running the next one on Thursday 6th October 2016 on Occupational Health with key speaker Ann Holmes

This workshop will be open for all volunteers held at 2pm in the main restaurant meeting room at Lincoln County Hospital

To register your attendance please contact the Voluntary Services Department



Trust News

To start off with we would like to say a big congratulations to Michelle Rhodes who has been appointed Director of Nursing permanently within the trust and wish her all the best.

Lincolnshire patient's sight restored thanks to first class new treatment

For the first time Lincolnshire's hospitals are offering an innovative new treatment to improve the sight of people with damaged eyes which means they can be treated in the county.

This corneal transplant is performed on patients with eye conditions such as corneal endothelial dystrophy, which affects the innermost layer of the cornea (clear outer layer at the front of the eyeball). This can cause the cornea to become cloudy and blurred, cause pain or discomfort and lead to poor vision

Hospital reaching out to improve care for nursing home patients

People living in care and nursing homes across Lincoln are benefitting from a revolutionary service which is helping to keep them out of hospital.

The Lincoln Care Home Service is a team of doctors, nurses and therapists from United Lincolnshire Hospitals NHS Trust who is starting to visit every nursing and residential home in the Lincoln area over the next two years.

Film Stars Wanted



Our communications team are looking to produce a selection of short films of volunteers on duty.

The films will be added to the ULHT website and will help people interested in possible volunteering be inspired by the role you do.

If you want to be involved in this project please contact Jackie or Andrew at the Voluntary Services Department.

ULHT Volunteer Poster



We are very pleased that this poster will be displayed shortly throughout our hospital sites to help promote and recruit volunteers for ULHT.