



**The Queen's Award  
for Voluntary Service**

Ashford and St. Peter's Hospitals **NHS**

NHS Foundation Trust

# Volunteers' Inspire

A newsletter for volunteers at Ashford and St Peter's Hospitals

Welcome to the Spring 2013 edition of  
Volunteers' Inspire.

Please let us know if you have any suggestions or articles as we  
are always looking for new and interesting items to include.

*Julie Addison, Louise Dent.*

At the moment there are over 320 of you working in various clinics/  
departments. Work patterns vary and commitments  
in terms of hours spent at the hospital vary, but whatever you  
do your help is greatly valued by staff and patients alike.



From left to right: Greta Byatt, Alan Curran, Doris Cooper,  
Daphne Butler, and Eve Cross.

## A Royal Invitation!

Congratulations  
to our volunteers  
who won an invite at  
our 'special' draw for  
a place at the  
Queen's Garden Party  
on 6th June.

The lucky ones are:  
Christine Taylor,  
Sheila Knight,  
Peter Lynn and  
Eldon Sandys.

It's probably an  
understatement to  
say how delighted  
they all are.

*Full story of visit in next issue...*

## Everyone has it in them to do something extraordinary!

### A New Member in the Voluntary Services Dept.

A warm welcome to Louise Dent who started as Volunteer  
Coordinator at the beginning of April. Louise is no stranger to  
volunteering, she volunteers at CREST, a local cancer charity and  
I am sure that this experience will mean she will recognise how  
important volunteers are. She is looking forward to meeting  
you over the next few weeks and can be contacted on  
01932 723239.—You may meet Louise when you renew your  
DBS (CRB) - see page 3.



From left to right: Aileen McLeish - Chairman,  
Eldon Sandys, Peter Lynn, Christine Taylor,  
Julie Addison - Voluntary Services Manager.  
Sheila was unable to be present at the draw  
(as she was undertaking her volunteering  
duties) but was delighted with the news!

## Hello and Goodbye

We welcome 10 new members to our group of volunteers since the New Year, I hope you are enjoying your experience and that it will prove rewarding.

As we welcome the new, we have to say goodbye to a few friends too. Daphne Elston worked hard since she came to us (22 years ago) and made a great contribution by helping in A&E and on level 3 reception, you are sorely missed but wished a very happy 'retirement'.

We must also say a very sad farewell to Marcia Atchinson, who we sadly lost following illness on 6th April. I am sure you all join me in passing our most sincere condolences to Keith, Marcia's husband, and family. We have lost a great member of our team.

## Refreshments for volunteers ....

For those of you that do not have access to refreshments in the area in which you help you are able to get a drink at the Aspects cafes on production of your pass.

Free filter coffee and tea

Free bottle water

Costa coffee and fizzy drink bottles 50p charge.

## Email Greeting Service to Patients

Watch for our new volunteer led service – Coming Soon.



<http://www.ashfordstpeters.nhs.uk/greetings>

## We've found a new way you can help .....

### Discharge Lounge & Stroke Unit, St. Peter's.

By working closely with Age UK, volunteers will provide reassurance to patients being discharged from our care who might benefit from receiving a little extra help when they go home. The volunteers will talk to patients and help raise awareness of support and services that may be available and how to access them by handing out leaflets and signposting people to community based services and activities focusing on the needs of the individual.

### Ward Beverage Service Volunteer

This service involves providing help at either 'elevenses' or 'afternoon tea' time by talking to patients on the wards and offering them hot and cold drinks and a snack from the trolley.

By helping in this role you will be providing a friendly, practical service contributing to the patient's health and social wellbeing.

### Patient Frontline Feedback Volunteer

We constantly work to improve the experience of our patients.

An important part of this work is to ensure that all patients are given the opportunity to tell us what they think of our services and how they found their experience.

The findings will enable us to improve patients' experiences through identifying areas where there is room for improvement. Equally it will highlight good examples of how the service we provide is meeting the needs of our patients.

Volunteers will support us by collecting responses from patients. We will provide training for volunteers who are involved with this exciting opportunity.

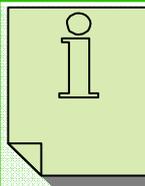
If you know anyone, family or friends who would be interested in one of these roles, please speak to Julie or Louise on 01932 723239, or see our web pages for more information:

[www.ashfordstpeters.nhs.uk/volunteering](http://www.ashfordstpeters.nhs.uk/volunteering)

## Be Prepared

### Disclosure and Barring Service Checks (formerly known as CRB checks).

You may recall that we are required to routinely review CRB disclosures every 36 months. As such, we will shortly be embarking on such an endeavour. If you receive a request to renew your DBS, please help us by completing the check promptly.



## Don't forget to renew your car Parking Permit & Swipe Card Pass - Many expired at the end of April!

You will need to apply for your renewal **GOLD** Parking Permit on-line at: [www.staffparking.asph.nhs.uk](http://www.staffparking.asph.nhs.uk) from either your home or your department's computer at ASPH or you may use the PC in the Car Park/Security Office at St. Peter's (3rd floor, left from top of escalators.) You don't need to book just drop in.

Select 'Current Permit Holder' and complete as required. After 5 days please collect from the car park/security office at St. Peter's or Porters/Security office if Ashford.

If you need any help please contact John Sermon or Poonam Pandey direct on 01932 22228 / 3675 or by email at: [john.sermon@asph.nhs.uk](mailto:john.sermon@asph.nhs.uk)

## Volunteer benefits:

### What are you entitled to?

As volunteers you are entitled to get the same NHS Discount benefits as paid staff, and here are just some of them:

### Holidays/short breaks:

**Cottages4u**—Save 7% off your next holiday

**Shearings Holidays**—Save 5%

### Theme Parks/Attractions:

**Chessington World of Adventure**—25% off admission

**Thorpe Park**—25% off admission

Find out more

If you have a computer at home just go to

[www.healthservicediscounts.com/](http://www.healthservicediscounts.com/)

**Did you know that .....**

**'Race car' spelled backwards still spells 'Race car'?**

**'Eat' is the only word that, if you take the first letter and move it to the end, it spells its past tense, 'ate'?**

## Putting their Heart and Sole into it!

Accessible but still long and rugged.

The South Downs Way rolls out into a long expanse of a most beautiful landscape stretching from Winchester to Eastbourne and which covers over 100 miles. It is a very popular trail with walkers, and over a number of weekends in the summer (May—July) our volunteers from HeartBeat Support will be among them.

HeartBeat support St. Peter's Cardiac Rehabilitation Group and Coronary Care Unit and they have offered to fund a relatives room. The room will provide relatives of patients somewhere to go while their loved ones are undergoing treatment, as well as

somewhere private to meet with medical staff at what can be a very stressful and upsetting time.

With enough sponsorship they will be able to create, and indeed maintain the room for years to come.

If you would like to get involved or sponsor the group please see their website at: [www.heartbeat-support-woking.org/](http://www.heartbeat-support-woking.org/) and get in touch.

If you decide to join some of the days walking you may bump into me, as I'll be putting my best foot forward on some of the walks too!

Julie



## **T**alking with Sue Ells, ASPH Non-Executive Director

**As you know, you greatly impressed the Queen's Representative, Dame Sarah Goad, the Lord Lieutenant of Surrey. Indeed, great comments were made by all the visiting dignitaries at our awards event. Such that, I thought I would seek the views of Sue Ells, ASPH Non-Exec Director, about what she thought about our volunteers and what their contributions mean to the Trust.**

Hi Julie. On the last day of Volunteers Week, I'm delighted to be asked about our volunteers and the essential role they play in delivering the best possible experience for our ASPH patients.

### **Q : What is your role/responsibility around volunteers?**

As a Non-Executive Director on the Board of the Trust, I work alongside Executive colleagues (the people who lead our operational activities and the day to day running of the 'shop') with my other Non-Exec colleagues. Non-exec roles are very much part-time (officially around 3 days a month, although everyone gives much more time than that in reality). The job of a Non-exec ( or 'NED') is to bring support and challenge to the organisation. Every NED in our Trust has some areas of special focus. For me, patient experience is one of my biggest, and most important. How do we give patients the very best experience? Our volunteers are an important part of the answers to that question in my view.

When it comes to volunteering, I'm 100% supportive of all our volunteers and their efforts, and my 'challenge' is 'how can we make even better use of all the skills and commitment they bring to our patients?'

### **Q : Why do we have volunteer workers at the hospital?**

Volunteers provide something that's an important part of caring, on top of the clinical care that our staff provide. They can make a personal connection with our patients and their families and carers by making a bridge between the 'official' services the hospital provides, and the people who receive those services. For visitors to the Trust, our volunteers can be the friendly face of 'people like us', and when they are sometimes worried about bothering busy doctors and nurses (even though we know its no bother!), they will ask a volunteer, and so we can ensure people do get looked after.

### **Q : Why do people volunteer, and what's the benefit for them?**

Our volunteers come from all walks of life, ages and experience. People volunteer for all sorts of reasons - those who've benefited from NHS care and want to give something back, people who find time on their hands and want to be part of a friendly social group with purpose, young people who want something really positive to talk about in their personal statements for university and job applications, people who are between jobs and want to boost their CV and their confidence.....the list is endless. I love the fact that there's no 'standard' volunteer, just like there's no 'standard' patient. There's also some really interesting research findings about the benefits of volunteering. The evidence is very strong that people who volunteer feel more fulfilled in life. There's also strong links with health and well being - yes, volunteering makes us happier and healthier too! So what's not to like? I see our volunteers helping people find their way around our buildings, talking with patients on wards, delivering greetings and books - everyday things which help to make our Trust homely and welcoming. One of my favourite things at Christmas time is being invited to the volunteers Christmas lunch, as that's when I get to hear all their stories, and see the recognition delivered for all their tremendous work. My admiration for what they do for us is huge. Volunteers are an essential part of our services, and this week has been a great opportunity to recognise them all (and yes, I tweeted about it too!)

## **Keeping in touch.**

It is always good to hear how you are getting on in your voluntary work. Please keep in touch with me and visit. You will be sure of a warm welcome! I will be in the 'OLD' Voluntary Services Office at St. Peter's on Monday, Wednesday and Thursday mornings from 9am—12pm and Tuesday afternoons 12.30pm—3.30pm. Note, I will be at Ashford, alternating between Wednesdays and Thursdays. May I, therefore, politely suggest you call first as I may be across site. I will always try to be flexible in my approach to the proposed timings to meet with you.