

THE Pulse

Issue Number 92
June 2019

Volunteers special edition



INCLUDES
PAT dogs
Meet & Greet
Palliative care
Bleep Buddies
Hospital Radio

Norfolk and Norwich University Hospital
Colney Lane, Norwich, Norfolk NR4 7UY
Tel: 01603 286286 www.nnuh.nhs.uk

Hospital Radio Norwich

To request a song or a bedside visit, call 01603 454585 or from your Hospedia bedside unit dial *800

Main Restaurant - West Atrium Level 1

Open daily from 8am - 1am

Café Bar - Outpatients East

Open Monday to Friday from 7.30am - 4.30pm

Coffee House - Plaza (West)

Open Monday to Friday from 7am - 6.30pm,
Saturday 9am - 4.30pm, Sunday 9am - 3.30pm

Little Costa - Outpatients West

Open Monday to Friday from 7am - 6pm

POD - Plaza East

Open Monday to Friday from 7am - 8pm, Saturday 9am - 6pm

WRVS shop - East Atrium

Monday to Friday 8am - 8pm and weekends 10am - 6pm

WH Smith, M&S Food - Plaza (West)

Open Monday to Friday 7am - 7pm,
Saturday 9am - 5pm and Sunday 9am - 4pm

The Stock Shop - West Atrium Level 2

Open Monday to Friday 9am - 5pm,
Saturday 10.30am - 4pm

Cash Machines

East Atrium, Level 2, WH Smith and the Restaurant

Lost property

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Chapel

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Cromer Hospital

Mill Road, Cromer, NR27 0BQ. Tel: 01603 646200

Other Hospital Departments

• Cotman Centre, Norwich Research Park: Cellular Pathology, Radiology Academy

• Innovation Centre, Norwich Research Park: Microbiology

• Francis Centre, Bowthorpe Industrial Estate, Norwich NR5 9JA, ext. 4652: Health Records

• Norwich Community Hospital, Bowthorpe Road, Norwich NR2 3TU

• 20 Rouen Road, Norwich, NR1 1QQ. Tel: 01603 289450 (ext. 5450).

THE Pulse

Editorial:

Media and Communications Team (ext. 5944).

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Charlotte Kippin,
Sally Dyson and
Helena Scott.



Volunteering within NHS is more necessary than ever

Volunteering within the NHS is more necessary now than ever before, and the inclusion of £2.3m of investment in the latest NHS long-term plan has provided long-awaited recognition of the services provided by volunteers on a national scale.

The most common reason people give for volunteering is unsurprisingly a desire to help others, and that includes our hard-pushed staff as well as our patients.

Many have a desire to give something back to staff or services that have helped them or their loved ones in the past, some are patients undergoing treatment for long-term conditions and want to display their gratitude, and others are simply in a position to be able to give just a few hours per week, providing them with a feeling of self-worth and value while taking a huge strain off various hospital teams.

But this influx of volunteers requires management and organisation, and that's where the Voluntary Services team comes in.

Our team at NNUH is made up of seven talented professionals who help to manage the hospital's volunteers (nearly 700), as they provide up to 3,000 hours of voluntary assistance at NNUH sites across the county every week.

Voluntary Services teams are knowledgeable, skilled individuals and their roles are multi-faceted. They are required to be excellent communicators at different levels within complex NHS organisations, as well as having good time management, prioritisation and organisational skills.

They need to be able to work on their own and as part of a team, be intuitive decision makers, and have the ability to assess and manage risks.

They need to be excellent judges of character and match people to roles – plus have the ability to manage a work force with no contractual obligations.

Their personal attributes must include diplomacy, resilience, pragmatism, political awareness, common sense and a good sense of humour.

It is challenging, exciting, humbling, frustrating, exhausting, and fulfilling – but it is also the best job in the world to be able to turn the gift of time into a great experience for patients, carers and staff.

Sally Dyson
Voluntary Services Manager

MEET THE TEAM

Sally Dyson (Voluntary Services)

Charlotte Kippin (Community)

Lucy Smith (Settle in Service)

Emma Taylor

(End of Life Co-ordinator)

Helena Scott (General Volunteer)

Lee Shiers (Older People's

Medicine Co-ordinator)

Kim-Marie Shreeve (Admin)



Top row: Hospital Radio Norwich in 1975 and HRN founding member Bob Proudfoot at 40th anniversary celebrations in 2014. Bottom row: Volunteers celebrate HRN's 40th year, the HRN team at NNUH's Open Day in 2017, and the radio volunteers receive a £2,000 charitable donation in August 2016 from the Grand Order of Water Rats.

Hospital Radio celebrates 45 years of service at NNUH

The Hospital Radio service at NNUH started life in 1974 at the West Norwich Hospital, before moving to the Norfolk & Norwich Hospital in the city centre, and eventually to NNUH at the turn of the millennium.

Hospital Radio Norwich (HRN) has been based on site at the hospital since 2010, where it operates from two professional broadcasting studios and aims to relieve the distress of hospital life through the medium of broadcasting, as well as visiting patients on the wards.

The team is comprised of over 30 dedicated volunteers who provide a varied and comprehensive schedule of content, as well as taking the time to visit patients on wards.

Patient visiting takes place in teams of three or four and is broadcast around NNUH six days per week visiting 22 wards, and speaking to approximately 60-70 patients per night.

The station reaches patients through the Hospedia communications system on Channel One, and is the most listened to channel of all the stations available on the system.

Hospital Radio Norwich's fantastic output covers a schedule of live

programming which includes music, news, religious services – the NNUH Chaplaincy uses the HRN line on Sunday mornings – and live commentary coverage of all Norwich City home matches, provided by specially trained HRN commentators. The station also has a music request programme which covers around 700 requests a month.

Voluntary Services Manager Sally Dyson said: "Hospital Radio Norwich has been serving the hospital community in Norwich since 1974, and we're extremely lucky to be able to benefit from the experience and professionalism they bring to their output on a daily basis.

"The HRN team are vital members of our voluntary workforce here at NNUH, and it's brilliant to be able to celebrate their 45th year of broadcast on National Volunteers Week."

HRN is available on Channel One of the Hospedia communications system, NNUH staff and HRN volunteers are on hand to set up the system for patients if they need assistance.

- Hospital Radio Norwich is always looking for suitable volunteers.

Contact them via email at studio@hrnorwich.co.uk

Every year, National Volunteers Week celebrates the fantastic work carried out by volunteers in organisations up and down the country.

Here at NNUH our patients and teams benefit massively from the selfless contribution of 700 men and women, volunteering their experience, passion, spirit and ultimately that most precious resource: their time.

This year for NVW we've gone the extra mile and created a very special edition of The Pulse to celebrate everything our volunteers do for us every single day at NNUH.

The service our volunteers offer to the Trust, our patients, visitors and staff is invaluable; it is our people that make NNUH the caring place that it is and I am so proud to be associated with a hospital where our volunteers are right at the heart of it.

Every month we welcome a new intake of volunteers for their Induction Day, and I find it truly inspiring to see so many people who are willing to give up their free time to become a member of our team.

The opportunities for volunteering are incredibly varied but the one thing all our volunteers have in common is a deep commitment to serving others and offering a helping hand.

Within this special edition of The Pulse we'll visit volunteers across the hospital, doing amazing work and performing a variety of tasks that help keep NNUH running, and most importantly help provide the best care possible for our patients.

I am very proud of everything achieved by our volunteers, and our Voluntary Services department on a daily basis, and I truly believe that our volunteers at NNUH offer a service that is second to none, and I can think of few groups of people more deserving of our thanks and celebration.

Mark Davies
Chief Executive
Norfolk and Norwich
University Hospitals
NHS Foundation Trust





Above; NNUH volunteers on the reception desk at West Outpatients. From left: Janette Slater, Chris Rust and Marion Fox. Pictured, right, volunteer Peter Goddard on stage during last year's staff awards with host Jonathan Wills.



Meet reception team who greet our patients

Every year NNUH carries out roughly one million outpatient appointments, day case procedures and inpatient admissions.

Many of those patients will benefit from the assistance of our Volunteer Meet & Greet Reception team.

Each day a team of volunteers provide a complementary reception service to our busy Outpatients departments in the East and West sections of the building.

Their role involves helping members of the public find their way around our hospital, as well as assisting with general queries, locating wheelchairs and a host of other questions.

Our Meet & Greet Volunteers team was created specifically for the opening of our new site when we moved from Norwich city centre almost 20 years ago.

They joined a team of General Volunteers who had been with the N&N for 20-plus years, and today some members of our team have been with us for almost as long!

We asked one of them to share with us why they love volunteering at NNUH:

Peter Goddard, an NNUH Volunteer since March 2002, said: "Having worked in an office for over 40 years, when I retired in December 2000 I decided that I would look for voluntary work, which I found at NNUH.

"We meet many people who need our help in all sorts of ways, such as checking up on their appointments, booking taxis, finding wheelchairs and sometimes taking the patient to the clinic.

"I still enjoy being a volunteer at the hospital after almost 16 years and feel that I get out of it as much as I give."



From left, back: Chris Rust, Marion Fox, Robert Tash. Front: Jean Wilkinson and Ellen Giles.

We're very lucky at NNUH to have benefited from the kind nature and helpfulness of our Meet & Greet Volunteers for so many years; they are people who have – over the course of nearly two decades – become

valued members of the hospital team.

- If you're interested in potentially becoming a member of the Volunteer Meet & Greet Reception team please email Helena.scott@nnuh.nhs.uk

Our Bleep Buddies were the first in the UK



Bleep Buddies: John Watson and John Stimpson.

The popular 'Bleep Buddies' role was established at NNUH originally to provide support for hard-working staff by offering assistance with tasks.

These included note running and collection, locating and transporting wheelchairs, escorting patients to clinics, distribution of leaflets and posters and basic 'one off' administrative tasks such as filing, photo copying and envelope filling etc.

The role has been something of an innovation at NNUH, with our Trust becoming the first in the country to utilise Bleep Buddies. The service has so far proved a great success and we are now starting to see the programme replicated at other trusts across the UK.

Unlike other volunteers Bleep Buddies are attached to no regular placement, instead they carry a hospital bleep and are available for staff to call upon for any 'ad hoc' duties that they need assistance with. This has proved extremely useful and has become an efficient and valued service to departments across the trust.

Voluntary Services Manager Sally Dyson said: "All of our volunteers provide valuable services, but the Bleep Buddies are probably among the most well-known volunteers to our staff.

"Because they cover so many tasks and departments they have been able to spread the word about the service very effectively, and are now considered an important part of daily life across NNUH."

Therapeutic massage proves very beneficial

Volunteers at NNUH take on a wide range of roles and responsibilities, which require training, care and great attention to detail.

Therapeutic massage in a healthcare setting has proved to be extremely beneficial; a very light touch administered through clothing invokes a sense of relaxation and a feeling of wellbeing in the patient.

"We feel that having volunteers offer this service vastly improves the patient experience at our hospital," said Sally Dyson, Voluntary Services Manager.

Volunteers are specially trained to offer hand and arm or neck and shoulder massage to patients on wards or in clinics throughout the hospital.

The techniques used are gentle, and without deep tissue or limb manipulation, which means they're completely safe and are designed to ensure they don't interfere with a patient's treatment.

Sally added: "Our team not only offer a massage service but an



Volunteer Fiona Brown performing a hand massage on a ward patient.

invaluable visiting and listening service too; while receiving a massage a patient not only gets time to talk, but also a friendly ear to listen as well."

Therapeutic massage can be offered to any patients for whom ward staff feel it would be beneficial, such as; patients who may not have family members

locally, prior to surgery, dealing with the early stages of dementia, highly anxious or new mothers struggling to express milk, as well as many more who might appreciate some relaxation and a pleasant chat.

Volunteers attend a one-day training course which covers:

- The various types and styles of massage
- A basic anatomy of the hand, lower arm, neck and shoulder
- Basic understanding of the anatomy of a muscle
- How to identify contra-indications in a patient
- Prevention of cross contamination
- Good practical skills of delivering therapeutic massage
- Reporting lines and procedures
- Completion of relevant paperwork

- If you are interested in joining our Therapeutic Care team please contact Volunteer Co-ordinator Helena Scott on 01603 287469 or email her at Helena.scott@nnuh.nhs.uk



Natasha Thomson, Katazyna Pudelko and Harriet Heyne make a fuss of PAT dog Bailey in the Aylsham Suite. and, inset, Katie Thompson with Bailey.

A year of animal-assisted therapy at NNUH

A group of volunteers has been enjoying celebrity status since their introduction to the NNUH last year.

Following a successful pilot on Heydon Ward, four-legged volunteers from Pets As Therapy (PAT) and their owners were given the go-ahead to visit other parts of the hospital, including the children's ward, Aylsham Discharge Suite and selected inpatient wards.

PAT Teams have also participated in Staff Well-being Days.

These calm and friendly dogs have proved a hit with patients and staff who have benefited from animal assisted therapy during the weekly PAT visits.

Carole Adam, Volunteer Area Co-ordinator and Dog Assessor for PAT Norwich, said: "I'm delighted that our therapeutic visits have really taken off at NNUH, the reaction has been fantastic."



"Staff and patients have benefited from interacting with the PAT Teams. PAT dogs make people happy and less stressed."

All PAT Teams who visit NNUH are registered with the national charity, PAT.

All owners and handlers also complete an additional Trust recruitment process, and all PAT dogs are required to be fully vaccinated, temperament and health assessed prior to being registered with the charity and before they begin hospital visits.

NNUH staff make sure that patients do not have allergies or a fear of dogs before the PAT volunteers do their ward visits.

Katie Thompson and her Goldendoodle Bailey have been visiting the Aylsham Discharge Suite since March.

She said: "The patients and the staff absolutely love her. If staff are having a stressful time, you see them physically relax when they meet Bailey and it is a nice distraction for the patients."

"She can sense when people are nervous and builds up a rapport with them."

"It is a great conversation opener if they are having a stressful time in hospital and people are very excited to see the dogs."



NNUH Chief Executive Mark Davies meets Minty with Sally Dyson at the Volunteers' Christmas party. Inset, above, Abbee in festive mood.



Our cover star, PAT dog Yoda, with Diane Joyce.



PAT dogs Minty and Lily at the 165th birthday celebrations of the Jenny Lind Children's Hospital held at NNUH in April.

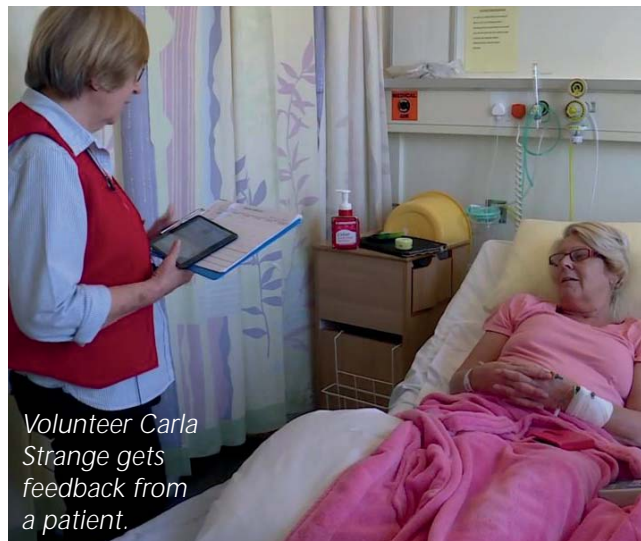
Getting feedback on patient experience vital

At NNUH our vision is to provide every patient with the care we want for those we love the most.

Our Patient Experience Survey is a key part of understanding the journey of patients at our hospital. We want to learn from our patients and use the data gathered to implement improvements throughout the whole organisation.

These surveys are conducted and collected on a daily basis by our team of dedicated volunteers. Our Patient Experience volunteers have been specially trained, to ensure patients fully understand and engage with the surveys and the feedback they receive is accurately recorded and delivered.

Utilising volunteers allows our patients to interact with someone completely independent and impartial, because they are not involved in delivering patient care or the general management of the hospital, which



Volunteer Carla Strange gets feedback from a patient.

ensures patients feel comfortable having an open and honest conversation.

Our volunteers collect surveys using the following three methods:

Visiting wards on the day of discharge: Each volunteer can visit up to six wards per day and can spend up to four hours talking to our patients about their experience at NNUH. The conversations cover a range of topics from experience of care, to general housekeeping and

facilities, and quite often also provide patients with a valuable and appreciated visiting experience.

Telephone calls:

Volunteers are provided with a confidential list of patients who have been discharged within the last 48 hours to call on the telephone.

The volunteer will conduct the survey with the patient, carer, or a member of their family in a sensitive and professional manner, with the complete guarantee of

anonymity. The data from these surveys is collated in the exact same way as any other surveys undertaken at NNUH.

Surveys by card:

Patient survey cards are distributed within clinical areas for anonymous use by patients if desired. Surveys are then collected weekly by volunteers and organised into batches to ensure that the correct clinical area receives the correct feedback.

Patient Experience Surveys provide a vital source of feedback and allow patients to have their say in the development of future service improvements. Volunteers attend regular meetings in which they are encouraged to share their experiences and stories with the Voluntary Services Department.

This helps the team to adapt and improve the survey, and continue to deliver a vital service which benefits NNUH and patients alike.

Butterfly Volunteers to support our patients

Often the most important care we give to our patients comes at the end of their lives, enabling those who die in our hospital – some 70 a week – to have as good a death as possible.

Now, Butterfly Volunteers will help make a difference for these patients by providing comfort, company and support. NNUH is the second Trust in the country to introduce Butterfly Volunteers, an initiative started by the Anne Robson Trust in 2018.

Chief Nurse Prof Nancy Fontaine is a patron of the charity and introduced the volunteers when she was Chief Nurse at the Princess Alexandra Hospital NHS Trust in Harlow. "I'm a trained Butterfly Volunteer, which is a role I take extremely seriously,"



Anne Robson Trust

she said. "I saw first-hand what a huge difference it makes to patients in their final hours or days to have someone there, focused on their needs, and I'm excited that we'll be offering this compassionate care here. It can be as simple as reading to them, or just being there to offer solace."

The volunteers will be led by Emma Taylor, Butterfly Volunteer Co-ordinator, who is seeking recruits for the team.

"We're looking for around 35 Butterfly volunteers in total, who are able to volunteer for any of the periods from 10am-1pm, 2-4pm and 4-6pm from Monday to Friday," said

Emma. "Preferably they will have had experience of bereavement themselves, either personally or professionally, and we will offer full training and support.

"Our focus is on our patients, and we will be there for everyone who needs us, but we're also there to reassure and support their families, whether that's organising a carer's passport, getting them a cup of tea or arranging any additional help they might need. We'll work closely with the Palliative Care and Chaplaincy teams, as well as ward staff as they provide for patients' medical needs, and we anticipate supporting patients with around 200 Butterfly visits a month."

- The next recruitment round is September. If you want to find out more, please email Emma.Taylor@nnuh.nhs.uk

Working with older people at NNUH

Funding was secured for an Older People's Medicine Volunteer Co-ordinator in October 2016; following the success of the Dementia Support Worker Project.

Lee Shiers was appointed to this post in May 2017 and has established a team of trained volunteers to support our elderly and frail patients throughout the Older People's Medicine.

Entering a hospital environment for an elderly and frail patient can be particularly confusing, especially if there is a level of cognitive impairment. Patients can become anxious and this may lead to distress and changes in behaviour.

Having a positive interaction with volunteers really helps a patient's wellbeing; expediting recovery.

There are many ways in which volunteers can be helpful within older people's medicine; almost any role description can be adjusted to suit the strengths and experience of the individuals and volunteer participation can include anything from playing games, holding tea parties to reminiscence activities. Volunteers can also be trained to push wheelchairs, enabling them to give patients a change of scene.

Our volunteers have a variety of skills and experiences that has proved integral to the success of the service. As a co-ordinator, Lee encourages individuality in his volunteers – and makes the most out of their individual skillsets.

A good example of this is a volunteer who uses his creativity to write poems and short stories and then



Poppy Remembrance event: Emma Stephenson, Audrey Batchelor, Fiona Brown, Pat Garrod and Himath Perera.

reads them to patients during a bedside visit.

Another volunteer who is a part-time artist runs craft sessions within the ward environment, encouraging patients to express themselves and using the artwork produced to decorate the individual day rooms.

The idea of the project is to encourage patients to be as active as possible, supporting trust initiatives such as Get Up, Get Dressed, Get Moving; Red to Green ward rounds and End PJ paralysis – ensuring that patient activities build strength and reduce average length of stay.

All volunteers recruited to the OPM Volunteer Project complete a full induction programme including safeguarding, health and safety, infection control and information governance. Every volunteer completes Dementia Friends Training.

We have a lot of established volunteers that have been part of NNUH for many years who are given the option of attending Dementia Friends sessions held regularly by members of the Voluntary Services Team; ensuring we are a truly dementia-friendly team.

Settle in Service sees our volunteers help patients to ease back into life at home

The Voluntary Services Department at NNUH has recently secured £75,000 in funding to assist the hospital's 'Settle in Service'.

It's hoped the new service will ultimately combine with the new Volunteer Drivers scheme, which is currently undergoing a pilot period.

It's help and companionship for discharged patients

The Settle in Service sees volunteers from local areas meet patients, who have been discharged from NNUH, at their homes to help ease them back into their surroundings. This typically involves; ensuring the heating is on, making a cup of tea, and making sure the patient has food in the house.

They can also offer a risk assessment of the home, as well as simply offering some companionship, alleviating any fears the patient may have on returning to their home.

The new Volunteer Drivers scheme is a service which allows discharged patients to be taken home anywhere within the Norfolk/Waveney area free of charge.

Currently the service operates with three vehicles, two of which are wheelchair accessible, and is available to patients discharged via the Aylsham Discharge Suite so long as they're self-transferring and relatively mobile.

If the pilot period is successful the Volunteer Drivers scheme will run alongside the existing non-emergency ambulance transfer service.

This will provide a hassle-free transport option for patients who perhaps don't need the full medical capabilities of an ambulance team; but are struggling to transport themselves due to illness, time or financial constraints or are simply facing a long wait for taxis, public transport or friends/relatives etc.

A friendly helping hand when it is needed most

Currently the three vehicles are staffed by a team of four volunteers,



Volunteer Driver Liz Ollier with discharged patients Ann Ryan and Trevor Hatter.

all of whom have passed a sight test, and had their driving skills assessed by a ROSPA (Royal Society for the Prevention of Accidents) approved driving instructor.

It is hoped that the scheme will be able to expand

Due to the dedication of the current volunteers, there is one driver available Monday to Friday. However, thanks to ongoing recruitment and a good deal of interest in the scheme, it is hoped there will soon be three drivers available every day.

Once both the Drivers service and the Settle-in volunteers are fully operational the Voluntary Services department hope that the two will dovetail to create a seamless and stress free 'going home' experience for patients discharged from NNUH.

When asked about the potential of the twin services Community and Settle-in Voluntary Services Co-ordinator Charlotte Kippin said;

"With our new volunteer drivers and the great work our settle in volunteers are already doing,

"I think we now have the capability to really improve what is already a very good service, and provide a pleasant and easy experience for patients leaving our hospital."

- For more information please Charlotte Kippin at charlotte.kippin@nnuh.nhs.uk or telephone her on 01603 286072.

**Join us
at NNUH**

**Want to find out
more about
volunteering
at NNUH?**

**Then email
us at
volunteers@nnuh.nhs.uk**

Weybourne Day Unit volunteers Paul Waters, Ted Searle, Anne Brown, Richard Kemp, Barbara Blackman and David Olphin.



Volunteers give their spare time to help out at NNUH for all sorts of different reasons

Each one of our almost 700 volunteers has their own reason for giving up their time to help patients and staff at NNUH.

For some of the volunteers on the Weybourne Day Unit, it is because their family or friends have been affected by cancer and they wish to give something back to the service that helped them.

From delivering a cup of tea to supporting a patient having chemotherapy or just sitting and listening to someone feeling anxious about their treatment, volunteers perform a vital role on this busy cancer treatment unit.

Volunteers are an invaluable addition to the unit

The NNUH is privileged to have a team of 14 who volunteer on the Weybourne Day Unit throughout the week. The unit provides a nurse-led oncology and haematology service with specially trained staff administering chemotherapy, blood transfusions, biological treatments, stem cell harvesting and venesections.

Claire Devlin, NNUH Oncology and Haematology Matron, said: "The volunteers are an invaluable addition to the Weybourne Day Unit. They are an essential part of making sure the patients and relatives in the department are comfortable with refreshments provided as needed."

Because cancer touches the lives of many, the unit always has a willing volunteer on duty – some of whom have seen their loved ones experience cancer treatment.

They are some of the most active volunteers in the Trust by taking drinks and snacks to patients on the day unit and other non-medical roles such as transporting samples to the pathology lab at NNUH and fetching prescriptions and chemo drugs for patients.

Volunteers certainly need a comfy pair of shoes

"If you are going to volunteer here, you need a comfy pair of shoes," said Richard Kemp, who has volunteered on the Weybourne Day Unit for the last 11 years.

Richard, who is a retired farmer, said he walks about five miles a day when he volunteers on the unit every Friday.

His first introduction to the unit was as a carer to his wife, Doris, who underwent treatment for myeloma there. After she died in 2006, Richard decided he wanted to give something back to the hospital to say thank you.

Richard, who was NNUH Volunteer of the Year in 2012, said: "This is my pay back and there are one or two of us who have been affected by cancer and it is surprising how many people come through the door who you know. The nurses used to serve

the teas and coffees and we are helping to free them up to do the medicine side of the job.

"Meeting a whole new group of people is the best thing about the role and we become friends and we make it as enjoyable as possible on the unit."

Their support really helps ease the anxiety of patients

David Olphin started volunteering on the Weybourne Day Unit in December 2017. He said the best part of the role was getting to meet patients and helping to ease their anxiety by having a chat over a tea or coffee. "I was in IT all my life and this is the first thing I have done that I can see that I have helped make a difference. I feel tired after the shift, but I feel like I have done something.

"I lost two children to cancer and I feel I am putting something back.

I worked in companies managing employees, but this is the first time I have ever worked with the public face to face.

"I wish I had volunteered ten years earlier. I did not realise how big the hospital is, especially the cancer treatment centre, and it is nice to think we are a part of that. Most come with a friend but sometime they are on their own and we start talking to them and you can talk for half an hour or so and not realise it and that's the best part of the job."

Volunteer Ted Searle spent his 80th birthday helping patients at NNUH.

Ted, from Poringland, has volunteered in the Weybourne Day Unit since 2010 and also helps out on Kilverstone ward one morning a week.

"He's a star!" chorused two patients, adding that he was always happy and smiling.

Ted said: "I volunteered as something to do. It's lovely. I was in the hotel trade a long time ago and am used to meeting people. I worked until I was 70 – I don't want to sit at home."



Mary Ewin, deputy sister in Weybourne Day Unit, said: "We are so grateful to volunteers like Ted, and he is here on his birthday!"

"He has been volunteering with us for almost ten years. I want our volunteers to know how appreciated they are, running around the

hospital, helping out, on their feet the whole time. "It's so lovely for the patients – the volunteers make them feel welcome and looked after."

Great team of dedicated mealtime helpers

NNUH currently has a fantastic team of dedicated volunteers who are specifically trained to help patients to eat and support them during meal times.

This not only provides patients with support during their meals, but also offers a degree of social interaction that patients may not have experienced otherwise.

Mealtime Assistant Volunteers are trained at regular sessions throughout the year, ensuring they have a clear understanding of safe feeding techniques, and an awareness of issues such as swallowing problems and dysphagia. The training is designed to be as interactive as possible and includes a practical session in which volunteers feed one another, allowing them to develop a clear understanding



Mealtime volunteers: Debbie Bird and Anne Loy.

of how it feels to be fed, and understand the importance of a careful and sensitive approach.

There are a number of ways in which a volunteer can support a patient during meals; feeding them directly, supporting their hands and allowing them to feed themselves, or simply offering verbal encouragement to patients living with dementia.

Volunteers also help to prepare patients for meal times by helping them wash their hands before and after the meal, ensuring food and drink is within reach, cutting up food that can be difficult to manage and cleaning the bed area once the meal is finished.

However, above all else, our volunteers are friendly, encouraging and always willing to offer support however they can.

Debbie Bird and Anne Loy were part of the original team of Mealtime Assistant Volunteers at NNUH and between them have over 20 years of voluntary service.

They had the following to say about the importance of the programme:

Debbie: "I find it really rewarding knowing that I have helped someone's Mum, Dad, Nanny or Grandad at a time when they need some support; it might be a small task but good nutrition can really help our patient's recovery."

Anne: "I have been a volunteer mealtime assistant on Brundall ward for over nine years.

"I enjoy talking to the patients, mostly elderly, and hope that I am assisting the nursing staff by helping to feed patients who cannot feed themselves."



Back row: Lee Shiers, who is the lead for all three projects mentioned in the article below, pictured with other members of the volunteer co-ordinators team – Helena Scott and, front row, Emma Taylor, Charlotte Kippin and Lucy Smith.

Looking ahead to 2020 and beyond...

Volunteers have been a part of the hospital community in Norfolk and Norwich for decades.

General Volunteers were a part of life at the N&N in the city centre for many years, and some of the teams we have at NNUH today have been with us ever since we moved to our new site almost two decades ago.

Over the course of those two decades our fantastic team of volunteers has increased to almost 700 people, working in a number of different areas, not just at NNUH but in locations across Norfolk, including Cromer Hospital, as well.

In addition to managing those almost 700 volunteers across departments and sites around the county, our Voluntary Services department here at NNUH is also always looking towards the future.

Our ever-increasing team of volunteers provide a multitude of services that cover a wide variety of tasks and skillsets.

With so much kindness and talent available, and with more people joining the team all the time, here are some of the exciting projects our Voluntary Services department are looking to develop as we head into another new decade...

Volunteer Cinema

This is a project which aims to introduce evening screenings to our patients and their families by utilising the Benjamin Gooch Lecture Theatre and turning it into a part-time cinema auditorium.

The intention is to provide movie nights once a month during the evening visiting hours so that families can watch a movie together.

We're always looking at ways to improve the entertainment we offer our patients, and this would be an excellent way of providing an activity which could be enjoyed by patients and visitors alike.

Busy Bees Toddler Visits

Our Voluntary Services department is currently in talks with Busy Bees nursery, and is looking to develop a programme in which toddlers and young children visit our OPM (Older Peoples Medicine) wards to spend time with older patients.

The programme would incorporate activities and games for the children and the patients so they could play together to help improve the wellbeing of the older group, and

provide another source of fun and entertainment.

This idea is seen as an excellent potential addition to the programme of activities currently provided for our OPM patients, and also a great project involving the local community.

Move to Improve

Currently being developed by the Voluntary Services team alongside our Physiotherapy department, the intention of this new programme is to encourage patients to participate in very simple armchair or bedside movements, and gentle exercises in time to music.

The project would be a valuable source of exercise for our patients, would promote improved wellbeing, and could be another fun and entertaining activity.

Volunteers would be specially trained by our Physio teams to enable them to safely monitor the activities.

- If you are interested in becoming a volunteer at NNUH, or you'd like to hear more about any of the services offered by volunteers, please email the Voluntary Services department at volunteers@nnuh.nhs.uk