

Volunteer Newsletter October 2024

Bringing you the latest news and celebrating all the wonderful things you do!

Welcome

As the leaves start to turn golden and we move towards cosy winter nights by the fire, this always makes me start to look forward to Christmas. Over the next couple of months, we certainly have a lot to look forward to.

STAR AWARDS 2024

I want to give a huge congratulations to our Help Desk Volunteers who have been shortlisted as finalists in the category of Non-Clinical Team of the Year in this year's Our Stars' Awards. This is a huge achievement out of hundreds of entries and I'm just over the moon for you all. I can't wait to celebrate with you on the award night.



Following feedback from our volunteer survey, we were asked if it would be possible to arrange a celebration dinner for our volunteers towards Christmas and the answer is yes! We will shortly be sending out your invites in the post, so please keep an eye out for your invite and the deadline for submitting your response.

The dinner will serve as a special volunteers' recognition event to thank you all for everything you do. We also incorporate our Volunteers' Long Service Awards to celebrate our longest-serving volunteers.

As always, we would like to give a big warm welcome to our new volunteers. We hope that you are all settling well and enjoying your roles. We hold induction check-ins 6-8 weeks after your start date, but you don't need to wait until your check-in if there is anything you need at all. Please feel free to contact us any time if you need any support.



Welcome New Volunteers!

- + Callum Stenhouse, Ward Volunteer
- + Victoria Adeoye, Ward Volunteer
- + Anthonia Adewuyi, Ward Volunteer
- + Olajumoke Bankole, Ward Volunteer
- + Serena Pahal, Ward Volunteer
- + Debra Baxter, LEP
- + Mohammed Albaadani, LEP
- + Gary Twist, LEP

A newsletter for volunteers

Our Volunteers' Newsletter is all about you and including what information, news, or stories you would like to hear about. If you have a story you would like to tell or an achievement you would like to celebrate, we would love to hear from you! Please contact Nadia or our Patient Experience Team to be featured in one of our editions. Our contact details can be found below.

Voluntary Services' Contact details

Nadia's working hours:

Monday 8.30am – 4.30pm
Tuesday 8.30am – 4.30pm
Wednesday 8.30am – 4.30pm
Thursday 8.30am – 12.30pm

Tel.: 07899 039 955

Email: volunteer@wwl.nhs.uk

During these hours, a member of the Patient Experience Team will be able to support you.

Thursday 12.30pm – 4.30pm
Friday 8.30am – 4.30pm

Tel.: 01942 77 3140

Email: volunteer@wwl.nhs.uk



Volunteering Opportunities

We have several opportunities for volunteers who would like to try something new or different.

Help Desk Wigan Volunteers

We are looking for new volunteers to support the Help Desk at RAEI. There are several shifts during the week that would really value some additional support. This is a busy and fun role dealing with incoming visitors and patients at the hospital main entrance. Shifts are available both morning and afternoon, Monday to Friday. Please contact Nadia at volunteer@wwl.nhs.uk or on 07899 039 955 for more information.

Chaplaincy and Spiritual Support Volunteers

We are looking for volunteers who would like to volunteer with our Chaplaincy and Spiritual Support Team. This role is about supporting both our patients and staff with both their spiritual and religious needs. It's a very rewarding and fulfilling role, and will involve additional training from our Chaplaincy Team. Shifts are available 7 days a week and are flexible in time. Please contact Nadia at volunteer@wwl.nhs.uk or on 07899 039 955 for more information.

Patient Experience Team Volunteers

We are looking for volunteers who would like to support the Patient Experience Team. This role would be working alongside the team and could involve light administrative duties, such as printing, photocopying, laminating, basic data IT, as well as visiting ward areas to collect survey postcards or conduct inpatient surveys with the team. It's a busy and exciting role with shifts available 5 days a week and are flexible in time. Please contact Amy Pilkington at Amy.pilkington@wwl.nhs.uk for more information.

PLACE 2024

Our Estates and Facilities Team are gearing up for PLACE 2024. PLACE stands for Patient Led Assessments of the Care Environment. Good environments matter. A clean hospital environment is the foundation for lower infection rates, whilst

good food promotes recovery and improves patient experience. PLACE helps us understand how well we are meeting the needs of our patients and identify where improvements can be made. If you would be interested in attending PLACE, please speak to one of the Patient Experience Team at 01942 77 3140 or email patientexperience@wwl.nhs.uk and type PLACE 2024 in the Subject area.

Lived Experience Partners

We are looking for volunteers who would have their own lived experience of healthcare either as a patient or unpaid carer. Here at WWL, we believe that our patients and unpaid carers can be influential in driving, delivering, and supporting change and improving services. We want to collaborate with our patients, unpaid carers, and families as equal partners to help us to deliver high quality healthcare in Wigan and Leigh. Our Lived Experience Partners work alongside our clinical and non-clinical staff, patients, and carers, drawing upon personal experience and expertise to provide insight into the design, improvement and delivery of the services provided at the Trust. This role will involve additional training and is a flexible ad hoc opportunity. Please contact Jo McAllister at Joanne.mcallister@wwl.nhs.uk for more information.

WWL Radio Volunteers

WWL Radio (formerly known as Wrightington Hospital Radio) is looking for new volunteers to join a team of presenters and other volunteers. The radio station is based at Wrightington Hospital and broadcasts to the hospitals of the Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust and on the internet 24 hours a day.

No experience is necessary, just a desire to serve the community and an interest in music. We provide the training necessary.

We do not have set hours, but do expect volunteers to commit to regular time slots of their choosing.

Potential volunteers should contact the Secretary or Chairperson by email at wrightingtonhospitalradio@hotmail.com

We will arrange meet up with you, show you the set-up and let you decide if this is something you could get involved in.



Who wants to know a little bit about Wrightington League of Friends?



*League of Friends' Chair,
Barbara Lambert*

Hi fellow volunteers! I just want to tell you a little about Wrightington League of Friends.

Wrightington League of Friends formed in 1958. I wonder what the first committee would think about all the changes, happy and proud, I hope.

In all those years, the function of the League to raise funds and so make a difference to patients and staff by supplying the nice things to help with comfort and caring has never wavered.

We are a group of 28 hard-working volunteers, giving our precious time to help others (just like the rest of our Trust's volunteers). I have no need to say why we all do this job apart from how much we love and enjoy it.

To raise funds, we run our League Shoppe selling lots of items. Some of them are donated by grateful patients, but our little Shoppe is also a safe area for patients who are concerned or upset about their upcoming treatment, just to have a chat and a laugh, and taking time out seems to help.

During the 25 years that I have been Chair, we have raised and donated thousands of pounds to our hospital. In the past two years, £10,000 was raised to furnish the Discharge Lounge, £5,000 was donated towards a piece of equipment for Rheumatology patients. We have provided wash bags for emergency admissions to all three sites, and are in the process of funding new Dementia Passports for all three sites.

I could go on and on, but I was told it only had to be a short piece, so if anyone wants to know more about the League, please call in and see us, we will make you most welcome.

Love to you all and hope to see you soon.

Barbara Lambert

Blue Light Card Discount

Did you know that as an NHS volunteer, you are eligible to purchase a Blue Light Card for £4.99 for two years?

I joined two years ago and must admit I have probably spent too much at Hotel Chocolat! I paid back my membership fee alone through purchasing tickets for a Christmas evening family event at Walton Gardens, so if you are looking to use it for discounts on days out or your weekly shop at Asda, it is worth looking into the scheme, as membership will give you access to many online deals and discounts with a high number of companies.

Visit www.bluelightcard.co.uk to find out more.

BLUE LIGHT CARD.

Join Blue Light Card and
START SAVING

Blue Light Card is the UK's largest discount service for those working in the emergency services, NHS, social care sector and armed forces – providing our members with thousands of amazing discounts online and on the high street.

For just £4.99, members of the Blue Light community can register for two years access to more than 13,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones and many more.

Register now at bluelightcard.co.uk

HERE FOR YOU
because you're here for all of us



This month, I attended my biggest meeting in the Boardroom at Trust HQ for my film and Otis's story to be shared with the Trust's board/executives and Chair of Wigan hospital.

I have now been given the green light for the changes I have asked for to finally happen. The hospital has set up a task and finish group for me, which they have named "The Otis Project". As a volunteer, I am now working alongside staff to create reasonable adjustments at Wigan hospital.

● LEP, Jessie and the 'Otis Project'

Hello, my name is Jessie. I live in Wigan and I am a parent carer to my son, Otis. As well as being perfect, Otis is Non-verbal Autistic, has a learning disability, and sensory processing disorder.



LEP, Jessie Hunt and her son, Otis

For the last two years, I have been working hard to create change at Wigan hospital. After lots of experiences with Otis throughout the Trust, particularly A&E, it highlighted to me the lack of understanding, training and resources available to support Autistic and disabled individuals.

If my son had a physical disability that meant he was a wheelchair user, a ramp would be made to support this, and rightly so!

However, it became very clear that hidden disabilities were not being taken as seriously. The last 2 years, I have attended countless meetings, phone calls and email exchanges. I have reached out to other parent carers to collect their experiences, too, in the hope that I could make everyone's voices heard.

I created a document and I have named it Otis's voice. This contains our story, the parent/carers' voices I have collected along the way. In the document, I have also created Otis's mission, which is a list of reasonable adjustments I want the hospital to make to provide an inclusive healthcare journey for the people who need it.

During this time, I became a volunteer at WWL and I have continued to push my message. In April, I was asked by the Trust to be filmed with my son to tell our story.



LEP, Jessie Hunt with her husband, Ethan and their son, Otis

During August, I organised and held a fundraiser to go towards funds for a sensory room that I have been asking for as part of the reasonable adjustments and discussions are now happening with my ideas for designs to make this a perfect safe space for the people who need it.

My main reason for all of this is my beautiful son, Otis. I want to make sure that his voice is heard and to create an inclusive environment for all of those that need it, as well as working with the staff to change a mindset and create understanding. The future goal is to make Otis's voice heard in every hospital – nationwide.

If you would like to support fundraising for the Otis Project, please donate via the QR code or link: [Fundraising page for The Otis Project](#)



