



Volunteer Newsletter December

2024



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

Welcome

As the year draws to a close, we have been reflecting on what an amazing 2024 it has been! Our Help Desk Volunteers were runner-up for Non-Clinical Team of the Year in this year's Our Stars' Awards. We launched our very own first volunteers' recruitment video featuring our volunteers, Neel and Veronika's volunteering journeys. We set up a Lived Experience Panel and have already begun to make great steps in service improvements, most notably the Otis project to create a sensory space in ED. Our volunteers' team is fast-growing. We have recruited many more volunteers for WWL Radio, League of Friends, our Help Desks, and Wards. We have also welcomed a new member to our Patient Experience Team, our new Patient Activities' Volunteer Coordinator, Melanie Cornish.

What a fabulous way to end our year with our volunteers' appreciation and awards' event in November. Thank you very much for all our volunteers who were able to come along and celebrate. It was a wonderful event and great to see so many faces, old and new! The event was also attended by our Trust CEO, Chairman, Vice-Chair, Associate Chief Nurse, Mayor of Wigan, and sponsor for the event. They were delighted to spend some time, personally thanking and chatting to our volunteers. Our volunteers who were due a Long Service Award received their certificates and badges. We were also thrilled to present our first Olwen Winstanley Award posthumously to our Ward Volunteer, Jack Close who loved volunteering and sadly passed away a year ago.



Welcome New Volunteers!

- ✚ Susan Lamb, Help Desk Volunteer
- ✚ Carolyn Wright, League of Friends' Volunteer
- ✚ Ann Glacki, Admin Volunteer
- ✚ Daniella Udo-Uzoagba, Ward Volunteer
- ✚ Freya Bonner, Ward Volunteer
- ✚ Barbara Edwards, Ward Volunteer
- ✚ Phoebe Dell, Ward Volunteer
- ✚ Peter Boylan, Help Desk Volunteer
- ✚ Mary Boylan, Ward Volunteer
- ✚ Christine Moore, League of Friends' Volunteer
- ✚ Daniel Cannon, Ward Volunteer
- ✚ Neil Dobinson, Radio Volunteer
- ✚ Elizabeth Lebwaze, Ward Volunteer
- ✚ Grace Babatunde, Ward Volunteer
- ✚ Craig Sheridan, Ward Volunteer

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.

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



Volunteers' celebrations!

On Thursday 28th November, more than a hundred volunteers, staff members, our Mayor of Wigan, and event sponsor attended our volunteers' appreciation and awards' event. In our volunteer survey and through conversations with our volunteers, you expressed that you would love to have a Christmas event, where we could celebrate all your achievements and thank you, so we did and what a fabulous event it was!

We enjoyed Lancashire hot pot or cheese and onion pie, followed by tea and coffee with an array of cakes. A huge thank-you to our volunteer, Jim Taylor who played his keyboard so beautifully for us. We would also like to thank our Patient Experience Team and Admin Volunteer, Leeann Barnes for all their help and support in the event preparations. It was definitely worth all the hard work!

Here are a few snaps from the day....

Amy, Nadia and Admin Volunteer, Leeann putting together the table décor and 'Night before Christmas Hamper'!



Our volunteers, staff, Mayor of Wigan, and event sponsor having a wonderful time, celebrating and presenting our awards!



Volunteers reunited after 14 years



Hello, my name is Ann Barker and for the past two years, I have been volunteering on the Help Desk at Wrightington Hospital. I started volunteering after my three children had gone to high school. I had looked after them since they were babies.

Left to right: Help Desk Volunteers, Ann Barker and Ann Smith

After working as a Receptionist in A&E at Royal Albert Edward

Infirmery, I felt the need to help people. It was lovely meeting up with Ann. We chatted and laughed about old times in A&E.

Hello, my name is Ann Smith and I am a volunteer on the Help Desk at Leigh Infirmary. I transferred from Leigh Infirmary to Royal Albert Edward Infirmary in 1994 due to the closure of A&E. I was Senior Sister and did various jobs within the Trust before retiring in 2012.

During one of my volunteering shifts, I was speaking to a colleague at Wrightington Hospital and guess what? She worked as a Receptionist in A&E. Yes, it was Ann Barker. We had a right good catch-up at the celebration event!





*Karen Ashcroft,
Clinical Quality &
Accreditation Lead*

Ann Smith is one of my nursing role models. If I could be half the leader she was to her team in A&E, I'd be happy! I don't know how Ann remained calm when everything around her was crazy. Ann's ability to maintain a sense of humour carried me through some of the most difficult times of my career. Times when we didn't have the 'luxury' to cry because we needed to keep

things together for the patients and the rest of the team.

Ann was kind, compassionate and always made sure that people were ok well before the NHS recognised the importance of looking after staff well-being. Ann just got it. She was never over the top. It might be a quiet word, a quick reassuring touch, or sometimes just a nod to go for a quick break... or go and see Mrs. Brown (which was the code we used for a quick brew!).

The networks and relationships Ann built with every service, including the police and paramedics, meant that it felt we were an extended WWL family, and we all looked out for one another.

Memories of working alongside Ann make me smile. Ann is an inspiration to me and many others, and I know that she continues to make a difference (always quietly) in her role as a volunteer.

Thank you so much, Ann for all your service as a Senior Sister and as a Volunteer. You go above and beyond to help our patients and to send our Help Desk statistics to us at the end of every month!

A little about me... our new Patient Activities' Volunteer Coordinator



Hello, my name is Melanie Cornish. I am the new Patient Activity Volunteer Coordinator.

I am new to Royal Albert Edward Infirmary, but I've been at the Trust for

over two years as the Activity Coordinator at Leigh Infirmary.

At Leigh Infirmary, I worked on the Jean Heyes Unit, where I planned and delivered activities that were tailored to the individual patients' needs. Activities help patients to recover, boosting their mood, health, and well-being. I would carry out activities either on a one-to-one basis or in a group setting. My activities were always fun-filled and included quizzes, bingo, arts, and crafts, just to name a few.

What excites me the most about my new role is that I can bring my knowledge and experience of activities to all our patients here at WWL, so that they can have the best patient experience during their time in hospital.

I am outgoing, extremely approachable, and passionate about my work here at WWL. You will see me out and about on the wards, and I can't wait to get to know and work with you all!

Congratulations, Jessie!

We want to offer our congratulations and thanks to our LEP Volunteer, Jessie for her bake cake sale, raising vital funds to create a sensory space in ED. Well done and thank you, Jessie – my girls loved their unicorn cakes!



*Congratulations, Jessie
on your bake sale and
thank you for
everyone's support!*





A little about me... our new Chaplaincy & Spiritual Care Manager



I was appointed to the position of Chaplaincy & Spiritual Care Manager at the end of November. I'm very excited about the new role and hope to take the Chaplaincy & Spiritual Care Department forward

with new and exciting projects, whilst maintaining a caring and compassionate service for our patients, staff, and relatives.

I have worked for Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust for over four years in the Chaplaincy and Spiritual Care Department, arriving in Nov 2020, in the middle of the pandemic.

Previously, I worked in the education sector as an Art, Design & Technology teacher at Canon Slade, Church of England High School in Bolton, before being Ordained as a Church of England Deacon in July 2021 and priested in July 2022.

I was licensed by the Bishop of Manchester to serve at St Andrew's Church, St. Paul's Church, and St. Peter's Church in Blackley, St. Mary's, St. Chad's and St. John's in Moston/ New Moston, as a self-supporting minister (SSM) and as a Chaplain at Leigh Infirmary.

I'm also licensed to Blackburn Diocese and Liverpool Diocese in line with my work as a Chaplaincy & Spiritual Care Manager over the Wrightington and Wigan sites.

I'm passionate about using art and craft to assist in the discipleship and mission across the North Manchester Mission Community, as well as successfully completing a Silver Quality Standard Award for my ongoing art sessions with rehabilitation patients at WWL.



Spotlight on Chaplaincy Volunteers....

Our new Lead Chaplain, Jane Astley would like to offer her congratulations to volunteers, Liz Wallwork and Margaret Hitchen for receiving their 5-year volunteer Long Service Awards.

Left to right:
Chaplaincy
Volunteers,
Margaret
Hitchen and
Liz Wallwork



Jane and the Chaplaincy Team are so grateful to Liz, Margaret, and all their Chaplaincy volunteers for their ongoing care, compassion, and commitment to serving our patients, relatives, and staff here at WWL.



Advent Reflections

RAEI Chapel at 11:45am Mon 2nd, 9th, 16th & 23rd Dec

Ward Carol Singing, Services & Events

Carols in the Cafe RAEI Thurs 5th Dec at 12-1pm with Woodfield Primary School

Thomas Linacre: Tue 10th Dec. at 9.30 am Service at 11:00 with The Deanery High School

Carol Singing Leigh Main Entrance: Fri 13th December 10am Leigh CE Primary School

RAEI Carol Snake: Mon 16th Dec at 5.30pm (Gathering in Chapel at 5.15pm)

Wrightington Carols on Wards Thurs 19th Dec from 10:00

Carol Service at the Jean Heyes Unit Leigh Thurs 19th December 2pm

Christmas Communion

Mon 23rd Dec RAEI Ward Communion

Tuesday 24th Dec Wrightington & Leigh

Ward Communion

Wed 25th Dec 9.30am Holy Communion

(C. of E. - All Welcome) RAEI Chapel



Our Values: **Respectful** **Kind** **Supportive** **Safe**

Volunteering Opportunities





Next Newsletter out in March 2025!

Volunteers' Newsletter Editorial Team



Nadia Bousseau, Voluntary Services Manager



Amy Pilkington,
Patient Experience & Engagement Administrator



Veronika Stevens, Trust Volunteer



Voluntary Services' contact

Do you have a story to tell or an achievement to celebrate? Then, we would love to hear from you!
Email: volunteer@wwl.nhs.uk
Tel.: 07899 039 955