Supporting your hospital and local community

Time to say Thank You!

A news update from The Rotherham NHS Foundation Trust

Volunteers

Volunteers
hospital and community together

1-7 JUNE
Volunteers’ Week

30

Welcome to Rotherham Hospital
Your hospital, your brand, your choice

The LAST
Volunteers’ Week is a national event which takes place each year from 1-7 June. In recognition of the 30th anniversary of national Volunteers’ Week, the Trust has been working with the Rotherham Metropolitan Borough Council (RMBC) and Voluntary Action Rotherham (VAR) to make June, Volunteers’ Month; celebrating the outstanding contribution of the volunteers in Rotherham.

At the Trust we have over 150 volunteers, who collectively provide an invaluable contribution every day, supporting the effective provision of services for our patients. In the hospital alone, volunteers contribute over 150 hours each week and both myself, and colleagues within the Trust, would like to take this opportunity to thank our volunteers for their time, support and dedication to our patients and services.

The Trust has hosted a number of events to help promote volunteering roles in Rotherham and is working towards the Rotherham Volunteer Kitemark, awarded to groups who show commitment to offering good quality volunteering opportunities. Along with other representatives from Rotherham organisations, I will be supporting Volunteers’ Month by taking part in Voluntary Action Rotherham’s “Count me in” campaign and as part of this; I will spend some time volunteering with the British Red Cross in our local community.

Thank you for taking the time to read about volunteering at the Trust and if you are interested in volunteering, please contact Joanne Farey on telephone 01709 424329 to explore what is available. A special thank you to our patients, staff and members of the local community, who continue to contribute to volunteering, both at the Trust and within Rotherham. Your support is invaluable and greatly appreciated.

#countmein

In support of Voluntary Action Rotherham’s ‘Count me in’ campaign, The Rotherham NHS Foundation Trust (TRFT) welcomed Councillor Mahroof Hussain MBE as a volunteer for the afternoon.

Councillor Hussain said: “Volunteering is a fantastic way to give something back to the community. I volunteered at Rotherham Hospital as I am an ambassador of its charity’s Dr Ted’s Children’s Appeal and it was a great opportunity to be able to help people coming in and out of the hospital.”

Messages from staff...

For more information about Volunteering, please contact Joanne Farey, Volunteer Coordinator. Jo can be contacted on 01709 424329 or joanne.farey@rothgen.nhs.uk

“A pleasure to work with”

Tracey McErlain-Burns, Chief Nurse at the Trust, said:

“Throughout the last year, volunteers have continued to support the Trust in many ways. It has been a pleasure to work alongside our volunteers who have supported our Nurse Recruitment Days and several national awareness events such as the Nutrition and Hydration week. Most recently we benefitted from volunteers acting as members of our own internal mock inspection team giving us greater insight into the experiences of our patients and visitors to our community and hospital facilities. On behalf of us all; it is a privilege to say ‘thank you’ for your services volunteering at TRFT”
Volunteers Service
Time to say thank you

"Supportive to staff and patients"
Sister Jayne Padley and the nursing team on Ward B6 said:
"We very much value the support of the volunteers on our Ward. They really enhance the patient experience by providing refreshments, talking to patients and accompanying them to the ambulance waiting room; they are always helpful and very supportive to both staff and patients and we would just like to say thank you!"

Matron, Julie Drobek added:
"Many of the patients attending the Ward undergo procedures and attend every month for treatment. Patients can be with us on the ward for quite some time and Katie, Julie and Ingrid now know a number of the regular patients. They not only provide drinks for the patients but also provide support for them by being a person to talk to. Having the volunteers allows the nurses to provide the appropriate nursing care, whilst improving the overall patient experience. Thanks to Katie, Julie and Ingrid, the service our patients receive is invaluable."

"Cheerful and welcoming"
Fracture Clinic Sister, Helen Baldwin, said:
"On busy days, there can be waiting times for the Fracture Clinic and it is nice for patients to be made comfortable with a drink and have someone to talk to. Volunteers, Carole, Elaine, Linda, Sue and Eileen recently began running a charity tea trolley in the clinic and patients have said they are very grateful for this. I would like to say thank you to them for giving up their time to help us and for always being cheerful and welcoming, they make a big difference for patients visiting the department."

"Patient and professional"
Joanne Newbold, Specialist Nurse on Ward B1, said:
"The Pharmacy volunteers are a great help to our Admissions Ward. They transport medications from the Pharmacy, to the Ward. Without them, staff would have to collect medications, taking time away from patients. They are always friendly and are so patient and professional when waiting for us to sign for deliveries. The volunteers enhance the speed of discharge and enable staff to spend more time with patients, enhancing the overall patient experience."

"A huge impact on patient care"
Jill Roberts, B3 Ward Manager, says:
"The Pharmacy volunteers are excellent. Being a trauma ward, patients can often come without their medications and with the support of the volunteers; we can receive ordered medications much quicker. This has a huge impact on patient care as staff don’t need to leave the ward and patients can receive their medications and TTOs faster, which also enhances the speed of discharge. The volunteers are polite, friendly and accommodating and we are very grateful for their support."
Why I Volunteer...

Elaine Standen and Carole Nicholls volunteer in the hospital’s Fracture Clinic providing refreshments for patients in the waiting areas.

Elaine said: “I have taken part in volunteering for almost 20 years of my life. I volunteered for the British Heart Foundation for over 14 years and later began volunteering for the Trust, which I have done for almost four years now. I volunteer as I enjoy getting out and meeting people and I have made good friends. The tea trolley is great for the charity and really well received by patients.”

Carole said: “I began volunteering as I needed to make a change in my life and I wanted to do something positive. I have been volunteering for the Trust for almost five years now and I really enjoy it. It is great to be able to talk to patients, offer them a drink and at the same time, raise money for the Charity’s Purple Butterfly Appeal.”

Focus on... Chaplaincy Service Volunteers

The Chaplaincy Department within the Trust offers spiritual and religious care to all patients, their visitors and staff. The service has over 20 volunteers who support in a variety of ways, enabling a truly valuable and consistent service.

Volunteers in Chaplaincy include Pastoral volunteers, who spend a morning a week talking and listening to patients on the wards, Sunday volunteers, who assist patients to attend Sunday Service in the Chapel, and Roman Catholic Eucharistic volunteers.

Chaplaincy volunteers have an essential role in the delivery of a pastoral service for patients and are a huge support to the very small team of Chaplains.

Volunteers make it possible for patients to be visited regularly on the wards.

The Reverend Joan Ashton, Coordinator of Chaplaincy Services, said: “The Chaplaincy volunteers provide a huge benefit for the patient experience by offering their time to listen. Patients in hospital can sometimes be overwhelmed facing a serious or life changing condition and the volunteers are there to listen if the patient wants to talk.

"Some of our volunteers have been supporting us for as many as 25 years and all give their time on a regular basis whilst also offering additional support when we are in need of a little extra help. Patients who I visit often comment on how much they appreciated talking to the volunteers. We would like to say thanks to them for everything that they do.”

Volunteering opportunities now available

Sunday Volunteers for Chaplaincy

Role: Assist patients on wards who want to attend Sunday Service in the Chapel

Where: Rotherham Hospital

Time Commitment: 2 or 3 hours a week on Sunday

Contact: Jo Farey on 01709 424329, at joanne.farey@rothgen.nhs.uk or at volunteers@rothgen.nhs.uk
“Why I Volunteer…”

We speak with our volunteers to discover what inspired them to volunteer and what they enjoy most about their role.

**Marjorie Mottershaw, Pastoral Volunteer**

“After my retirement from teaching, I decided that I wanted to do something, but I didn’t want to start another job. A volunteer from the Trust spoke about volunteering at the Mother’s Union I attend and it sounded like something that was meant for me. I have now been a Pastoral Volunteer for over 15 years. It is lovely to meet a wide group of new people on the Orthopaedic Wards and we are very well received. I visit the wards primarily to listen to patients, particularly those who may be having a difficult time at that moment. I really enjoy being with people and the staff on the wards are great.”

**Eric Lill, Pharmacy Service Volunteer**

“I started volunteering as I wanted to give something back to the community. I chose Rotherham Hospital as I have always received good care here when I have needed it. The Volunteers Service found a role that really suited my needs and I have been volunteering for the Trust’s Pharmacy Department for 12 months now; I have loved every minute of it. I like the exercise and it has been great meeting the pharmacy and ward staff. I am glad to help.”

**Katie Beck, Volunteer on Ward B6**

“I started volunteering at the hospital over five years ago, visiting various wards with the tea trolley. Now I support Ward B6 with the Ophthalmology patients and enjoy everything about it. Ward B6 is brilliant; the staff are really nice to work with and I enjoy meeting new people visiting the ward.”

**Volunteering opportunities now available**

**Forget me not Buddies**

**Role:** Working with patients with symptoms linked to Dementia; such as cognitive problems caused by ill health and a combination of delirium, memory loss or frailty. Appropriate training will be provided for this role.

**Where:** Rotherham Hospital

**Time Commitment:** 2 or 3 hours per week

**Contact:** Jo Farey on 01709 424329, at joanne.farey@rothgen.nhs.uk or at volunteers@rothgen.nhs.uk

**Volunteering opportunities now available**

**Falls Prevention Group Buddies**

**Role:** Welcoming patients attending a falls prevention group, giving time to members who would benefit from additional support with their physical exercises and/or their written activities.

**Where:** Monday AM – Rawmarsh Care Home

**Time Commitment:** 3 hours each week

**Contact:** Jo Farey on 01709 424329, at joanne.farey@rothgen.nhs.uk or at volunteers@rothgen.nhs.uk

**Our new welcome day**

Our long term volunteers recently supported the development of a new volunteer training day which will be part of welcoming our future volunteers to the Trust. The event is supported by a number of staff from the Trust to deliver mandatory training and key information.

A volunteer who attended the event said: “I am sure that everyone, no matter how many years they have been a volunteer, learned something. I liked the programme which contained different subjects covered by different speakers as it made the day interesting and informative.”
Throughout the year, a number of the Trust’s volunteers have dedicated their time to fundraising and have raised thousands for the Rotherham Health Foundation (Rotherham Hospital Charity).

In the run up to Christmas, volunteers supported the charity with the sale of Christmas cards and merchandise, raising over £3700 for the benefit of patients at the Trust.

Volunteers also run a number of year-long services and activities, which raise money for the hospital charity including:

- Book sales in the hospital’s Community Corner and donations to the mobile library service, raising over £500 in the previous year.
- The Fracture Clinic tea trolley (in support of the charity’s Purple Butterfly Appeal), collecting approximately £150 in patient donations during the last six months.
- Volunteers have also recently hosted a volunteer charity event in aid of the charity’s Dr Ted’s Children’s Appeal. The event took place in the hospital’s Community Corner and included a number of activities such as a tombola, a book sale and the sale of plants and homemade jam (also provided by Trust volunteers). The event was a great success, raising over £120 for the charity.

Tracy Williams, Charity Development Officer, said: “The continued support from volunteers is fantastic and they have been instrumental in raising such a significant amount of money for the charity, particularly in the run up to Christmas. Their effort and dedication is amazing and I would like to say a big thank you to all volunteers who support us, it is really appreciated.”

Volunteering opportunities now available

Charity Volunteers

Role: Selling merchandise in the run up to Christmas and other activities throughout the year, such as helping with cake bakes, book sales, charity fairs and fundraising events.

Where: Various locations

Time Commitment: As and when required

Contact: Jo Farey on 01709 424329, at joanne.farey@rothgen.nhs.uk or at volunteers@rothgen.nhs.uk

Volunteering opportunities now available

Charity Café Assistants

Role: To provide refreshments for patients and visitors to the centre to further enhance their experience during their time at Therapy outpatient clinics and Hydrotherapy pool sessions.

Where: Park Rehabilitation Centre on Badsley Moor Lane

Time Commitment: 2 or 3 hours per week

Contact: Jo Farey on 01709 424329, at joanne.farey@rothgen.nhs.uk or at volunteers@rothgen.nhs.uk

Thank you to everyone who volunteers at The Rotherham NHS Foundation Trust.

For further information on Voluntary Services at the Trust or if you are interested in becoming a volunteer, please contact Jo Farey on 01709 424329, at joanne.farey@rothgen.nhs.uk or at volunteers@rothgen.nhs.uk