Welcome

An estimated three million people currently volunteer within the healthcare sector in the UK. At Wrightington, Wigan and Leigh NHS Foundation Trust, our database comprises more than 550 volunteers, surpassing the average number of volunteers across all UK Trusts. In celebration of the invaluable contribution our volunteers make to our hospitals, we have decided to launch our very own Volunteers’ Newsletter to keep our volunteers up to date on Voluntary Services’ activities and to inform them of the role they play in our Trust.

We would like to begin this edition by thanking all our volunteers for their hard work and commitment. Last year, our Help Desk volunteers alone provided a financial benefit of £110,160 to the Trust. We would also like to take this opportunity to thank former Voluntary Services Manager, Celia Topping for her dedicated efforts in setting up and maintaining a highly successful Voluntary Services department. In our first article, Patient Information Administrator, Kerry Entwistle highlights Celia’s key achievements throughout her time as Voluntary Services Manager.
Happy Retirement, Celia Topping

On 28th March 2014, Celia Topping retired from her post of Voluntary Services Manager after 19 years of service with the Trust. She will be truly missed by all her many friends and colleagues whom she has worked with over the years. Celia joined the Trust in October 1995 as the Departmental Clerk in Outpatients at Leigh Infirmary. In January 2000, she took up the post of Voluntary Services Manager and successfully developed the role and the service. Celia was awarded Employee of the Month in July 2007. When asked at that time what her greatest achievement was, she answered, “when I can help a volunteer to change their lives”. That sums up Celia as a person, a colleague and a friend. She is a caring, thoughtful and genuine person who was a valued member of the team. Voluntary Services in the Trust would not be as expansive or successful as they are today without Celia’s hard work, and that opinion is still expressed by all who know her.

As Voluntary Services Manager, Celia was responsible for the service on all Trust sites. Along with the recruitment of new volunteers and developing new roles and opportunities, she was also responsible for the other voluntary organisations that provide services to our patients, visitors and staff, ensuring that there was a consistent approach to recruitment.

Some of Celia’s key achievements include:

- launching the award-winning buddy scheme at Leigh Infirmary
- setting up the New Lawns, TLC, Wrightington, Christopher Home and Pharmacy help desks
- overseeing the management of the main entrance help desk
- setting up the Volunteer Long Service Awards
- developing new roles, such as the Cancer Care Volunteers

Celia also supported Radio Wrightington in their move to their new studio, and assisted with the Chairman’s tea parties and garden parties. In March 2013, Celia helped to set up “The Wardrobe” clothing bank.

All Celia’s colleagues, friends and volunteers wish her well and send their very best wishes for a long and happy retirement.
Resounding success for new Volunteer Strategy launch

Every three months, the Trust holds a Staff Development Day to give staff from different services the opportunity to meet for an exchange of views and ideas. Members of staff are welcome to deliver presentations and workshops in their area of expertise, as well as holding stalls to provide information about their services. On Thursday 8th May 2014, Voluntary Services took advantage of Staff Development Day to hold an information stand as part of the launch of their new Volunteer Strategy.

At the stall, Voluntary Services Manager, Nadia Koriba, Patient Information Administrator, Kerry Entwistle and volunteers were on hand to provide information and answer any questions about the new Volunteer Strategy and Voluntary Services. The strategy is a three-year plan that aims to deliver a number of developments and improvements in Voluntary Services, such as creating new roles, growing volunteer recruitment and raising awareness of the service.

Interested visitors were also able to take a peek at the new Volunteers’ Newsletter and learn about the latest volunteer roles. We caught up with Voluntary Services Manager, Nadia Koriba to see what she had to say about the launch, “We are thrilled by the success of the launch of our new Volunteer Strategy. It is wonderful to see how interested our staff are in our service and what volunteers have to offer. We are looking forward to our big launch of the strategy during Volunteers’ Week in June.” To find out more information about what the new Volunteer Strategy will bring to Voluntary Services, please contact Nadia Koriba on 01942 822 509 or at volunteer@wwl.nhs.uk.
Voluntary Services launches exciting new Volunteer Strategy

What better way to mark the thirtieth anniversary of Volunteers’ Week than to launch our brand new Volunteer Strategy. Between 1st and 7th June, voluntary organisations and hospitals across the country hold a host of events in recognition and celebration of the valuable contributions made by volunteers. For Volunteers’ Week 2014, we will be holding a stall at different locations across the Trust to provide visitors with information about our new Volunteer Strategy and Voluntary Services.

At the stall, visitors will be able to learn about what the new Volunteer Strategy will bring to Voluntary Services. Voluntary Services Manager, Nadia Koriba and volunteers from each site will be on hand to provide information and answer any questions. Further details regarding the Volunteer Strategy launch event are given below.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 2nd June</td>
<td>10:00am-3:00pm</td>
<td>RAEI</td>
</tr>
<tr>
<td>Tuesday 3rd June</td>
<td>10:00am-12:00pm</td>
<td>Thomas Linacre Centre</td>
</tr>
<tr>
<td>Tuesday 3rd June</td>
<td>2:00pm-5:00pm</td>
<td>Wrightington Hospital</td>
</tr>
<tr>
<td>Wednesday 4th June</td>
<td>12:00pm-2:00pm</td>
<td>Boston House</td>
</tr>
<tr>
<td>Thursday 5th June</td>
<td>9:00am-11:30am</td>
<td>Leigh Infirmary</td>
</tr>
</tbody>
</table>

When asked about what we can expect from the new Volunteer Strategy, Voluntary Services Manager, Nadia Koriba enthuses, “We are very excited about the launch of our new Volunteer Strategy. The strategy is a three-year plan during which we will see a number of developments and improvements in Voluntary Services, including the creation of our new student volunteer programme, new roles and accelerated growth in volunteer recruitment.” A copy of the new Volunteer Strategy and volunteer role descriptions will be available on the PD Day and at the launch event for visitors.

To find out more information about what we have in store for Volunteers’ Week, please contact Nadia Koriba on 01942 822 509 or at volunteer@wwl.nhs.uk. We look forward to seeing you there.
A Day in the Life of a…. Ward Volunteer

In each edition, we will meet a different volunteer from the Trust to find out what volunteering means to them and what role they play within the hospital.

For our first issue, we will step into the shoes of one of our long-standing Ward Volunteers, A-Level student Shazna Begum who has been a regular volunteer at the Royal Albert Edward Infirmary for over eighteen months. Shazna started out on Shevington Ward helping to look after the elderly patients. About a month ago, she switched to Maternity Ward to help support young mothers and learn more about the work of a midwife. Her portfolio spans from volunteering at a local primary school and Wigan and Leigh Hospice to interpreting in Bengali and holding a Health Campaign on Asthma at Winstanley College. In an interview, Shazna talks about her motivations for becoming a volunteer and about her role on Maternity Ward.

Why did you decide to become a volunteer?
I have always wanted to work in healthcare and so becoming a volunteer seemed like the ideal opportunity to see first-hand what it’s like to work in a hospital environment. I started volunteering on Shevington Ward and found it really rewarding and enjoyable helping to support the elderly patients. About a month ago, I moved to Maternity Ward, as I would like to become a midwife.

What’s your average day like?
I arrive at 9am and get to work straightaway by helping the staff with a range of tasks, such as making beds and hot drinks for the staff and patients. I also help out with meal times and bath demonstrations. A big part of my role is also talking and giving support to anxious patients.

What do you enjoy the most?
The best thing about volunteering is being able to support the patients and midwives. Knowing that there is someone for them to talk to makes all the difference to the patients.

How does volunteering help patients, staff and students?
Patients find comfort in the fact that they have someone to talk to. Even just letting them know that you’re there if they need someone means a lot to them. For staff, it’s a great help to have someone help out with the small tasks, such as making hot drinks. As a student myself, I find volunteering an enriching experience, enabling me to see what it’s like to be a midwife on a daily basis.

How did you find out about volunteering?
I did a lot of research on the internet and decided to give it a go!
Record year for hospital fundraisers

As 2013 came to a close, the doors of 2014 opened to welcome a record year for our hospital fundraisers who were delighted to see a significant increase in the amount of money raised over the last year. Our volunteers run tombolas and raffles throughout the year to raise funds for the hospital’s charity, Three Wishes. The hospital uses these funds to purchase patients' comforts and has recently bought new televisions for the Pharmacy and Endoscopy waiting rooms, as well as books and toys for the new Paediatric area at the Thomas Linacre Centre.

We wouldn’t be able to raise such a terrific amount if it wasn’t for the generosity of the family and friends of our volunteers, as well as the general public who donate all the items for our raffles and tombolas. Voluntary Hospital Fundraiser, Pauline Carr comments, “We are overwhelmed by the success of our fundraising this year, having topped the £2,000 mark. We would also like to take this opportunity to thank all of those who have supported us over the past year.” Should you wish to donate any items such as unwanted gifts or chocolates, our voluntary fundraisers would be very grateful for any contributions towards their fundraising activities.

Pauline Carr, Voluntary Hospital Fundraiser

Volunteering opportunities

We have a number of volunteering opportunities at present. Should you be interested in any of the following roles, please get in touch with the relevant contacts below:

- Voluntary Fundraiser or membership of the Three Wishes Choir
  Elizabeth Titley, Fundraising Manager
  Tel.: 01942 773 805
  Email: Elizabeth.Titley@wwl.nhs.uk

- Clinical Audit Lay Representatives
  Andrea Arkwright, Head of Engagement
  Tel.: 01942 822 193
  Email: Andrea.Arkwright@wwl.nhs.uk
Why volunteering is worth more than your paycheck

Winston Churchill once said, "We make a living by what we get, but we make a life by what we give." When someone makes the decision to become a volunteer, it is often with the intention of enhancing their university application or filling their time in retirement. However, we still find a defining number of applicants who want to become a volunteer to make a difference and improve the lives of others. I fall into the latter category. When I decided to become a voluntary fundraiser for Arthritis Research UK, I not only wanted to raise funds, but also raise awareness of the condition. As a Voluntary Services Manager, I now find myself in the fortunate position of being able to see both sides of the coin.

An estimated three million people volunteer in a number of capacities in health and social care throughout the UK. At Wrightington, Wigan and Leigh NHS Foundation Trust, our volunteer roles span from Chaplaincy and Ward Volunteers to Help Desk and Pharmacy Volunteers. Other roles are affiliated with external voluntary organisations, such as Royal Voluntary Service and Age UK.

These facts lead us to consider how volunteering benefits our patients, hospital staff and volunteers. Before we look at the benefits, it must be emphasised that volunteers are by no means a substitute for paid professionals. Their purpose is to complement the work of healthcare professionals and benefit the lives of others.

First of all, volunteers improve the patients’ experience by adding a human element to care. Patients look upon volunteers as someone to talk to who is not a paid member of staff and so does not have any time constraints. Volunteers are therefore able to spend time with patients between appointments, ensuring that they feel supported. This aspect of voluntary work is particularly valuable for those suffering from long-term health conditions or disabilities. Over time, this level of support from volunteers helps to elevate patients’ self-esteem, boost their well-being and reduce social exclusion, isolation and loneliness.

In terms of the benefits to hospital staff, volunteers are able to facilitate improvements in professional-patient relationships and interactions, as patients are often inclined to confide in them when they are feeling anxious or have questions. Volunteers are therefore able to act as intermediaries, relaying patients' concerns or questions to hospital staff.

Lastly, voluntary work delivers a wealth of benefits for the volunteers themselves. It improves their self-esteem, well-being and social engagement. Compared with those who do not volunteer, older volunteers experience less depression, better cognitive functioning and improved mental well-being. For the younger generation of volunteers particularly students, they gain invaluable life experience and an insight into professional life in a hospital environment, enabling them to make an informed decision into their chosen career path.

Whatever one’s motivations for becoming a volunteer, we inevitably hear those wise words echoed by Winston Churchill. Volunteers will always help to support the lives of others and work of medical professionals.
Try to fill in the missing numbers.
The missing numbers are integers between 0 and 9.
The numbers in each row add up to the totals on the right.
The numbers in each column add up to the totals along the bottom.
The diagonal lines also add up to the totals to the right.

### Springtime cupcakes

#### Ingredients

**Makes 24**
- 150 g/5.5 oz butter, softened, or soft margarine
- 150 g/5.5 oz caster sugar
- 1 tsp vanilla extract
- 2 large eggs, lightly beaten
- 140 g/5 oz self-raising flour
- 40 g/1.5 oz cornflour

**Topping**
- 115 g/4 oz ready-to-roll fondant icing
- Yellow and green colourings
- 300 g/10.5 oz icing sugar
- About 3 tbsp cold water
- Coloured sugar strands

#### Method

1. Line two 12-hole muffin pans with 24 paper cases. Place the butter and sugar in a large bowl and beat together until light and fluffy, then beat in the vanilla extract. Gradually beat in the eggs. Sift in the flour and cornflour, and fold into the batter. Spoon the batter into the paper cases. Bake in a pre-heated oven at 190 °C/375 °F/Gas Mark 5 for 12-15 minutes, or until golden and springy to touch. Transfer to a wire rack to cool completely.

2. To decorate, divide the fondant in half and colour one half pale yellow. Roll out both halves, then use the sides of a round pastry cutter to cut out white and yellow petal shapes. Set aside.

3. Sift the icing sugar into a bowl and mix with the water until smooth. Place half of the icing in a small piping bag fitted with a plain nozzle. Divide the icing in half and colour one portion yellow and the other green.

4. Cover 12 cakes with yellow icing and 12 with green icing. Arrange white petals on top of the yellow icing to form flowers. Pipe a little blob of white icing into the centre of each flower, then add a few coloured sprinkles on top of the white icing to form the centre of the flower. Arrange the yellow petals on the green icing in the same way. Leave to set.

*From Help Desk volunteer, Alan Hurst*
Volunteers’ Feedback Form

Do you have a burning idea for something you’d like to see in our Volunteers’ Newsletter? Perhaps you’d like to contribute an article or a poem? If so, we’d love to hear from you. Please leave your comments and views on the form below.

<table>
<thead>
<tr>
<th>Was this newsletter?</th>
<th>Please tick</th>
<th>We are looking at introducing a uniform for volunteers. What are your views and opinions on having a uniform?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too short</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Too long</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Just right</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Was the content?</th>
<th>Please tick</th>
<th>Do you have an idea for an exciting name for our newsletter?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interesting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uninteresting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What did you enjoy?</th>
<th></th>
<th>Any other comments?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What did you least enjoy?</th>
<th></th>
<th>Would you prefer to receive this newsletter via email?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What articles would you like to be featured in future editions?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Email address:</td>
</tr>
<tr>
<td></td>
<td>Email address:</td>
</tr>
</tbody>
</table>

Thank you.

Please send your completed form by internal post to:
Nadia Koriba
Voluntary Services Manager
Voluntary Services
RAEI

Authors:
Voluntary Services Manager, Nadia Koriba
Patient Information Administrator, Kerry Entwistle