Welcome

Wow! What a whirlwind the past few months have been! From opening the Cancer Care Centre and welcoming our Trust Shop volunteers to launching our new recruitment system and Volunteers’ webpage, we’ve certainly been kept very busy at Voluntary Services. We’ve also a great deal to celebrate, too. Our Radio Volunteers interviewed and recorded the Trust’s first ‘Arts in Health’ event. Furthermore, Voluntary Services entered their volunteers’ picture in the Trust’s first WWL Calendar competition and won! We are also delighted to welcome our latest volunteers:

- Ward Volunteers – Niahm Clayton, Amy Reynolds, Jordan Tudor, Zoe Hunter, Barbara Levert, Lyne Murphy, Kayleigh Gibson, Erika Lakatos, Barbara Gallacher and Deborah Turner
- Complementary Therapist Volunteer – Gillian Ness
- Age UK Volunteers – Paul Crawshaw and Geoff Gane
- Tea Bar Volunteer – Sandra Davies
- Radio Volunteers – Jon Dawson and Ray Murphy
- Help Desk Volunteer – Colin Isherwood

In this edition, we will also be looking at one of our new roles in A&E and the background to the development of this new position. In addition, we will be learning more about one of our perhaps less well-known roles: Volunteer Lay Readers. On page 6, Jim Maloney gives us a flavour of what Lay Reading entails and how he got involved. As always, we would love to hear your ideas or thoughts on any issues, so if you’d like to give some feedback or even contribute an article, please just get in touch!
Volunteers’ photo wins WWL Calendar competition

Last year, the Staff Engagement Team invited staff to submit a photo, drawing or cartoon image illustrating what makes them proud at WWL. This could be the team they work with or the service they provide, or perhaps a personal contribution they have made. Staff Engagement then selected twelve winning images to feature in the calendar, with the first prize being awarded £50 in High Street vouchers.

Voluntary Services decided to have a go at entering the competition with the hope of featuring some of their volunteers. When it was announced that their image had won a place in the calendar, Voluntary Services Manager, Nadia Koriba could not have been more delighted: “I would firstly like to thank all the volunteers who kindly agreed to be part of the winning picture. I am incredibly proud of the contribution and achievements of our volunteers at WWL. I felt that the calendar would be a fantastic way of celebrating and recognising all our volunteers do to support our patients and staff, as well as enhancing our services. I chose the caption “550 volunteers…… Be the difference you want to see in the world” because our volunteers go that extra mile to make a difference at our Trust.” All proceeds from the sales of the calendars will be donated to the hospital’s charity, Three Wishes.
WWL welcomes Trust Shop volunteers

At the end of 2014, the Trust was delighted to welcome former RVS volunteers to the new Trust Shops at Royal Albert Edward Infirmary, Thomas Linacre Centre and Leigh Infirmary. The RAEI Shop closed its doors for refurbishment at the end of November and reopened as the ‘Clock Tower Café’ in December. Soon after, the new ‘TLC Café’ opened following its refurbishment in February. The ‘Leigh Café’ will also be refurbished and remains operational in the meantime for those wishing to purchase drinks and snacks.

When the Catering Team was asked about the new move, they were excited to have the opportunity to work with volunteers, something of which has been a new venture for them. Voluntary Services Manager, Nadia Koriba was also delighted about welcoming more volunteers to her Volunteers Team, “It is always a pleasure to welcome and support new volunteers. Since I joined the Trust, I have enjoyed chatting to the volunteers in the shops. They have always made me feel very welcome and been ready to help if I’ve ever needed anything.”

If you would like more information about volunteering in the Trust Shops, please visit our website at www.wwl.nhs.uk/work_with_us/volunteers. Alternatively, you may contact Voluntary Services Manager, Nadia Koriba on 01942 822 509 for an informal conversation about the role and application process.

WWL opens brand new Cancer Care Centre

On Monday 12th January 2015, the new Cancer Care Centre opened its doors to cancer patients for the first time. The new Centre combines state-of-the-art facilities with first-class cancer care to provide Christie patients living in the Wigan borough with fast access to treatment closer to home.

As a result of an exciting new partnership between Wrightington, Wigan and Leigh NHS Foundation Trust, The Christie NHS Foundation Trust and Macmillan Cancer Support, the £5m development features purpose-built clinical accommodation, twelve chemotherapy treatment patient areas, counselling facilities, a complementary therapy suite and a Macmillan Information and Support service. Patients can therefore benefit from receiving vital treatment locally, without having to travel, and access to accurate, up-to-date information from the new Macmillan Cancer Support information service at the Cancer Care Centre and Thomas Linacre Centre. Working alongside the Cancer Care team, WWL Trust volunteers help support patients throughout their cancer journey and assist staff with general housekeeping duties as part of the overall running of the Unit.
Radio Volunteers support ‘Arts in Health’ event

Hospital Radio is not just about recording and playing music. Wrightington Hospital Radio hopes it provides a broader service than that. We have covered sporting events live for over 40 years and have enjoyed our involvement with the Carols on the Wards events. We also regularly interview celebrities and members of the Trust (an entirely different and more important type of celebrity), but we were delighted to be involved in a new venture both for us and for the Trust, The Arts in Health Event.

It was all a bit of a rush, but that just added to the challenge after we were invited by the Trust’s Facilities Manager, Nick Bastow to be involved in the Inaugural Arts In Health Launch on Friday 23rd January 2015. We had about four days to think or plan our part in the event. Nick had been working on the concept for some time and it culminated in the Winter Exhibition. The link between Art and Health is nothing new. The ancient Greeks believed in the beauty of the art form and its power to improve the mind and body. We are familiar with Victorian hospital sites, which have stained-glass windows and some art work, but it tends to be in isolated places. Many modern health professionals recognise the benefits to health for patients with a whole range of conditions, from being associated with, or just seeing, art work.

This gave Nick the germ of an idea, to turn the corridors of a hospital into an Art Gallery; the hospital in question being Wigan’s Royal Albert Edward Infirmary. Three levels of artist would provide the work for display; a local professional artist, local amateur artists and students of Art at the local college. The local professional artist was Anthony Barrow BA who provided thirty pieces of his own work, then there were sixty or more pieces from the local amateur artists who had submitted work and been selected from all the entries. This was augmented by some stunning work by the next generation of artists still in college.

In the days before the launch, the works were mounted on the walls of some of the corridors, not only brightening up the place, but also to provide an opportunity for patients and visitors to view the work. I visited the corridors a couple of times before the official launch and it was fascinating to see people stop, study and comment on the work. It seemed to take the mind of their reason for being there.

Interestingly, the work will remain on display for three months and is available for sale. After three months, it all starts again with a completely new display. The corridors will become a living, changing Art Gallery of local work showcasing talent.

The evening of the launch turned out to be an awful night, cold, windy and very wet, but that did not deter the artists, their friends and families and the other guests from...
enjoying the evening. It all began with an address from the Chairman of the Trust, Mr Robert Armstrong and the Mayor of Wigan.

So, what had Hospital Radio to do with it? Our task was to attend, observe and record interviews with as many people as possible and then put together a programme from the recorded interviews. It was a real pleasure to be evening, which we hope we captured in our interviews and the subsequent programme. We spoke to the dignitaries, such as the Mayor, as well as artists and the public. It was fascinating to get behind the mind of an artist and also to see just what an impact the art work was having on people. It was also wonderful to hear the positive comments from all about the concept and the work on display.

For us the work did not stop on the night. The interviews needed editing, a programme needed scripting, appropriate supporting music had to be chosen and then it all had to be recorded. Since it was recorded, the programme has been aired twice and we plan to re-play it again. We are already looking forward to the launch of the Spring Event when we will take other staff from the studio to record interviews and gain experience in that area of work.

If you are interested in being part of the Hospital Radio team and would like to learn the skills of interviewing, editing, programme planning and presenting then contact us by email at wrightingtonhospitalradio@hotmail.com or look on our website http://hospitalradiowrightington.co.uk/ we do more than just sit and play music.

Kevin Riley
Secretary
Wrightington Hospital Radio

Web: http://hospitalradiowrightington.co.uk
Email: wrightingtonhospitalradio@hotmail.com
Tel: 01257 256361

From left to right: Wrightington Hospital Radio Volunteers, Diane Herring and Kevin Riley, former Chairman, Les Higgins, Wrightington League of Friends’ Chair, Barbara Lambert and former Wigan Casino DJ, Russ Winstanley
**Voluntary Services unveils new Volunteers’ webpage**

With every New Year comes New Year resolutions. For 2015, Voluntary Services pledged to update and improve their service for its volunteers and interested visitors. Their first resolution was to launch their brand new webpage, including new areas, such as ‘Becoming a volunteer.’

The main Volunteers’ page features information about how to find out more about volunteering and applying. Interested visitors can also learn about the Trust’s values and what it means to be a volunteer at WWL. Moreover, the first two editions of the new Volunteers’ Newsletter can be downloaded from the main page, enabling prospective applicants to gain an insight into how our volunteers help and support our patients and healthcare professionals. This feature also allows existing volunteers to keep up to date with the latest news and developments in Voluntary Services.

Volunteering to Make a Difference

Are you passionate about helping people and making a difference?

**Wrightington, Wigan and Leigh NHS Foundation Trust may be the place for you.**

Volunteering is an enriching and rewarding experience, helping to improve the lives of others. Our team of 350 volunteers are invaluable assets to our Trust. They freely dedicate their time and commitment to helping support our patients and healthcare professionals. We are always looking for enthusiastic, motivated and caring individuals with a passion for helping people to join our team. If you’re interested in volunteering with us, please take a look at advertised opportunities, role descriptions and assessment criteria by visiting the Volunteer Opportunities page.

Could it be any easier? If you see an area of particular interest on the main page or in one of the Volunteers’ Newsletters, they can visit the ‘Volunteer vacancies’ section, where the latest volunteer roles are advertised to see if an opportunity is available. If they do spot a role of interest, they can then apply via Voluntary Services’ new online recruitment platform, [http://healthjobsuk.com](http://healthjobsuk.com). For those who are less computer-literate, a paper version of the application form is available, which can be used to submit an offline application to the new system.

Before visitors make the decision to apply, they can find out more information about how they can apply in the ‘Becoming a volunteer’ section, which details the various stages of the application process from start to finish. The training programme for new and existing volunteers, including mandatory and role-specific training, is also outlined in this section. Those who wish to learn more about volunteering and the Voluntary Sector can access a wealth of information via a range of links to various organisations provided in the ‘Useful resources’ section.

We caught up with Voluntary Services Manager, Nadia Koriba to learn more about her ideas behind the look and design of the webpage, “We wanted to establish a more exciting online presence for Voluntary Services. Our aim was to provide an informative and engaging platform for visitors to learn more about volunteering and the roles of volunteers at our Trust. We plan to develop the page to include areas, such as ‘Volunteer Stories’ for volunteers to share their stories and experiences of volunteering at WWL.” For further information about volunteering at WWL, please visit our webpage at [www.wwl.nhs.uk/work_with_us/volunteers](http://www.wwl.nhs.uk/work_with_us/volunteers).
WWL Trust Volunteer Lay Readers

As a healthcare provider, the way we communicate and the information we provide to our patients is essential in ensuring they receive the best care, have the knowledge to make informed choices and are actively involved in shared decision-making with their healthcare team. The information leaflets we give to patients are an important aspect of patients’ understanding of their condition and the treatment they may receive. They are used alongside face-to-face discussions with a member of their healthcare team, but the leaflets allow the patient to reflect on the information in the comfort of their own home away from the hospital environment, which many can find quite daunting.

We aim to make our information leaflets as clear and understandable to patients and their relatives or carers, as possible. The Trust currently has over 500 patient information leaflets and as part of the approval process, all have been reviewed by Lay Readers.

At present, we have 617 Lay Readers who are members of our Foundation Trust and have expressed an interest in volunteering to read and test our publications. Our Lay Readers offer a patient/public perspective on the content and layout of the leaflet. Furthermore, they proofread and check leaflets for any stylistic and grammatical errors. They complete a feedback form for each leaflet, where they are given the opportunity to comment on the usefulness and readability of the leaflet, as well as identifying any unclear technical terms. We also encourage them to make any further comments/suggestions for improvement.

If you would like to volunteer to assist the Trust by becoming a Lay Reader, please contact:
Kerry Entwistle
Patient Information Administrator
Patient and Public Engagement
Royal Albert Edward Infirmary
WN1 2NN
Tel: 01942 773 106

A Day in the Life of a.... Lay Reader

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. In this issue, WWL Governor and Lay Reader, Jim Maloney gives us a flavour of what the role of a Lay Reader entails and how he got involved.

Why did you decide to become a Lay Reader?
When I became an Appointed Governor, I was asked if I would become a lay reader of Patient Information Leaflets.

What does Lay Reading involve?
My practice is both to proofread – correct misspellings, and punctuation errors and omissions – and to copy edit the text for clarity, simplicity and consistency.

What do you enjoy the most?
I enjoy most trying to think myself into the role of the intended reader and ask myself, 'Do I understand what this leaflet is saying; do I know what questions to ask of the medical professionals after I have read this?'

What are the benefits of Lay Reading?
The phrase, lay reader, says it: one reads more or less in the role of the intended reader but one has the ability to question objectively the intelligibility of the text and one’s understanding of it, and then ask, ‘Will this achieve its purpose?’ The lay reader can then work to get it right.

How did you find out about the role?
As a governor attending the Engagement Committee, I heard discussion of the work that lay readers do, knew that it was a professional skill that I possessed and had practised, and offered my help in the task.
Volunteers support patients and staff in A&E

Over the Christmas period last year, A&E departments across the UK faced their most challenging winter to date. With at least 14 Trusts declaring major incidents and one hospital reporting 18 patients on trolleys queuing in a corridor, we saw many news channels, including both digital and print media, calling for volunteers to support A&E. While A&E staff at WWL coped tremendously without having to declare a major incident, the media highlighted the possibility of utilising volunteers to support A&E.

Launched in 2013, the FFT is an initiative that aims to provide the NHS with feedback from patients on their services. Each card asks the patient to respond to the question, “How likely are you to recommend our service to friends and family if they needed similar care or treatment?” by choosing one of six options, ranging from “extremely likely” to “extremely unlikely.” The patient is given the option of providing a reason for their answer, enabling Trusts to obtain feedback on their services. This feedback is then analysed and used to help identify possible areas for improvement.

In addition to assisting the FFT Card collection, volunteers provide valuable support to A&E in many other ways, for example, chatting and acting as a listening ear to anxious patients, informing patients and visitors of waiting times, and making hot drinks.

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:

- **Dementia Champion Volunteers**
  Nadia Koriba, Voluntary Services Manager
  Tel.: 01942 822 509
  Email: Nadia.Koriba@wwl.nhs.uk

- **Real-Time Patient Experience Survey Volunteers** (one morning/afternoon per month)
  Stephen Hand, Membership & Engagement Manager
  Tel.: 01942 773 140
  Email: Stephen.Hand@wwl.nhs.uk

- **Trust Shop Volunteers**
  Nadia Koriba, Voluntary Services Manager
  Tel.: 01942 822 509
  Email: Nadia.Koriba@wwl.nhs.uk
Charity Golf Day in aid of Three Wishes

In partnership with Wrightington Hospital site’s main contractor, Integrated Health Partners, the Trust is delighted to announce that it will be holding a Charity Golf Day in aid of WWL’s Hospital Charity, Three Wishes at Ashton-in- ...

Event details
- Goody bag on arrival
- Bacon rolls on arrival
- 18 holes better ball Stableford Pairs competition (¾ handicap)
- Prizes for 1st / 2nd / 3rd place, longest drive and nearest the pin on all par 3 holes
- Two-course evening meal followed by:
  - Raffle and charity auction
  - Max. handicap: 28 Men / 54 Women

Booking
The event is limited to a maximum of 54 players (on a first come, first served basis). The cost is £20.00 per head.

If you would like to attend the Charity Golf Day, please find below further information about the event and details on how to book your place.

Three Wishes’ fundraisers achieve fantastic Easter raffle success

Three Wishes’ volunteer fundraisers are thrilled to have raised a fantastic £461.90 for Patients’ Comforts through this year’s Easter raffle. They would like to offer special thanks to all staff, patients, volunteers and visitors who supported them in making the raffle such a success. The prizes have been given to the lucky ticket holders of the winning numbers:

1 yellow – 584
2 yellow – 221
3 blue – 529
4 yellow – 231
5 green – 270
6 green – 56
7 yellow - 798
8 green – 846

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.

If you would like to get involved in fundraising for the Three Wishes charity or join its choir, please contact:

Elizabeth Titley
Fundraising Manager
Tel.: 01942 773 805
Email: Elizabeth.Titley@wwl.nhs.uk

Thank you very much again to everyone who supported the raffle and Happy Easter!
Protecting yourself from Online Fraud

In today's society, we're using our cards and online banking more and more often to pay for things. It is important to know how to protect yourself from fraudsters especially as industry reports show that card and online banking fraud increased during 2014.

Do you know how to stay safe online? Everyday fraudsters are finding new ways to try to obtain your card and online banking details. Some of the most common ways used today are:

- **Telephone (vishing):** fraudsters trick you into divulging security credentials or card details over the telephone. This includes telephone calls pretending to be from the fraud department of your bank or Credit Card Company. They manipulate you into providing security credentials or transferring funds to accounts set up by fraudsters with the belief that this will keep your money safe.

- **E-mail (phishing):** you are encouraged to click on a link or document within an email that downloads malicious software onto your computer or directs you to a fraudulent website that looks identical to the official site. This allows a fraudster to gain access to your security credentials or card information.

- **Malicious software (malware/trojan):** your computer may be infected with malware by responding to a phishing e-mail, visiting insecure websites or using an insecure internet browser. This also allows the fraudster to capture your security credentials or bank card details.

It's really important that you are aware of the methods being used by fraudsters. Please consider the following helpful tips to protect your card and online banking details:

- **Protect your security credentials:** never give your banking or personal information to anyone you do not know. Remember, the banks or the police will never ask for your full passwords, token codes, customer login credentials or cards PINs.

- **Protect yourself Online:** download free security software, Rapport that protects your computer from malicious software when accessing online banking. It also protects your bank card details when shopping online.

- **Protect your Credit/Debit Cards:** keep your cards in a safe place. Always keep your card in sight and when you are paying for things, especially in bars and restaurants. Remember always shield your PIN with your free hand and take your card straight away. Report lost and stolen cards to your bank straight away, that includes when it has been held at an ATM.

- **Be Cautious:** fraudsters are calling customers pretending to be from their bank or the police and asking for full security credentials. With any suspicious or unexpected call, agree to call the person back before providing any banking or personal information. Always call back using a number you have sourced and where possible using a different phone. Also, never respond to any unexpected or suspicious emails and be wary if the email asks you to click on a link or a button to download a file.

- **Be Aware:** check your bank balance regularly and report any suspicious transactions to your bank straight away.

Phil Burton
Admin Volunteer
Volunteers’ Page

Easter Cupcakes

**Ingredients**

*Makes 12*

- 8 tbsp butter, softened, or soft margarine
- 115 g/4 oz caster sugar
- 2 eggs, lightly beaten
- 85 g/3 oz self-raising flour
- 25 g/1 oz cocoa powder

**Topping**

- 6 tbsp butter, softened
- 175 g/6 oz icing sugar
- 1 tbsp milk
- 2-3 drops of vanilla essence
- 36 mini sugar-coated chocolate eggs, to decorate

**Method**

Put 12 paper baking cases in a muffin pan, or place 12 double-layer paper cases on a baking tray.

Put the butter and sugar in a bowl and beat together until light and fluffy. Gradually add the eggs, beating well after each addition. Sift in the flour and cocoa, and using a large metal spoon, fold into the mixture. Spoon the mixture into the paper cases.

Bake the cupcakes in a preheated oven, 180°C/350°F/Gas Mark 4, for 15-20 minutes or until well risen and firm to the touch. Transfer to a wire rack to cool.

To make the buttercream topping, put the butter in a bowl and beat until fluffy. Sift in the icing sugar and beat together until well mixed, adding the milk and vanilla essence.

When the cupcakes are cold, put the frosting in a piping bag fitted with a large star tip and pipe a circle around the edge of each cupcake to form a nest. Place 3 chocolate eggs in the centre of each nest, to decorate.

**Volunteer’s Creed**

Though my troubles and my worries are sometimes all that I can see - still I always must remember life’s not only about me.

Other souls are also hurting and I know that it's God's plan to reach out to help another - to extend them my hand.

With this purpose as my focus - to be a comfort to a friend - all my troubles and my worries seem to fade out in the end.

It is one of God's true lessons - how my walk is meant to be - true happiness I find when life’s not only about me.

Tom Krause, www.coachkrause.com
And Spring arose on the garden fair,  
Like the Spirit of Love felt everywhere;  
And each flower and herb on Earth's dark breast  
rose from the dreams of its wintry rest.  
- Percy Bysshe Shelley

**Simnel Cake**

**Ingredients**

1 x 500 g bag of mixed fruit  
100 g/3½ oz glacé cherries, halved  
Grated rind of lemon  
45 ml/3 tbsp brandy  
175 g/6 oz butter  
175 g/6 oz caster sugar  
3 eggs, beaten  
225 g/8 oz plain flour, sieved  
5 ml/1 tsp Bart Spices Mixed Spice  
750 g/1 lb 10 oz golden marzipan  
1 egg white, beaten

Combine the mixed fruit, cherries, lemon rind and brandy. Leave to stand.

Cream the butter and sugar until light and fluffy. Add the eggs gradually, beating well after each addition.

Add the flour, spice and fruits and stir until thoroughly mixed, adding a little milk if necessary to give a dropping consistency.

Spoon half the mixture into a greased and lined 18cm (7”) round cake tin. Roll out one third of the marzipan to the size of the tin and place on top of the cake mixture. Top with the remaining mixture and smooth the surface.

Place in a pre-heated oven at 170°C, 325°F, Gas Mark 3, for 1 hour. Reduce the oven temperature to 150°C, 300°F, Gas Mark 2, for a further 1-1½ hours, covering the cake with greaseproof paper if it browns too quickly. The cake is ready when it is firm to the touch and a skewer inserted into the centre comes out clean. Allow to cool completely in the tin.

Roll out half of the remaining marzipan to the size of the cake, brush the top of the cake with egg and place firmly on top. Pinch the edges. Make 11 balls from the remaining marzipan, place around the edge of the cake and brush with the egg white. Place under a pre-heated grill until browned. Decorate with ribbon.
Easter Treat Crossword

ACROSS
1 A baffling question
4 See 1 down
7 A holy man
11 Inactive
16 Church reading stand
17 Conspicuous
18 Where the crucifixion took place
19 & 21, Chief of the Apostles (5,5)
20 Lamentable
21 See 19 across
22 Period of overindulgence
25 Without a hearing (2,5)
26 & 47 down, she stood by the cross at the crucifixion (4,9)
27 To verify
28 ... and wine
32 I will ... the coming of my Lord (Tennyson)
34 & 36 down, the day after 45 across (3,9)
35 Master
43 Jesus was put to death on ... ... (3,5)
44 Unexpected strokes of good for tune
45 & 86 across, Pancake Day (6,7)
48 Likewise

DOWN
1 & 4 across, the day commemorating Christ’s entry into Jerusalem (4,6)
2 Church vestry
3 The art of persuasive oratory
4 Chant
5 A patent medicine
6 Any symbolic representation
8 A plainsong setting of words usually from the bible
9 One who lives a holy life
10 Deferential appellation to Jesus (2,4)
12 Sun-up
13 It commemorates the resurrection of Christ
14 Clemency
15 Early Roman emperors
23 A guardian spirit
24 Building occupied by an association
29 Away from consideration
30 A small demon
31 One who disbelieves in the existence of God
33 Vanish
36 See 34 across
# 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.

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<th>Was this newsletter?</th>
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<td>Nadia Koriba</td>
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Authors:
Voluntary Services Manager, Nadia Koriba
Patient Information Administrator, Kerry Entwistle