Welcome

Whether it’s a small achievement or a big achievement, at Voluntary Services, we firmly believe that all achievements, even just ‘good, old-fashioned’ hard work, should be celebrated. You could say that celebration is a bit like food. Each and every one of us has a special recipe or offering to bring to the table. These recipes and offerings make for a great menu and in time, are transformed into one of the most wonderful banquets. We all need food to survive and so it cannot be denied that celebration is a human necessity. Celebration makes our work and us as human beings much richer and fuller when we celebrate together and so I would like to begin this issue by celebrating and welcoming our latest volunteers:

- Ticker Club Volunteer – Alan Baldwin
- Catholic Chaplaincy Volunteer - Cecelia McGuirk
- Tea Bar Volunteers – Teresa Gregory, Lesley Jones, Eva Martland, Keith Middleton, Carole Richards and Susan Roberts
- Trust Shop Volunteer – Maureen Jones
- Radio Volunteer – Simon Reck
- Bereavement Volunteer – Wendy Simm
- Help Desk Volunteer - Sue Birkett
- Ward Volunteers - Lauren Hargreaves, Margaret Thompson, Zoe Smith, Debbie McGuinness, Ewelina Paskiewicz, Carlene Royle, Bradley Cross, Victoria Hesketh, Jayne Lloyd, Tracey Tait, Sam Tilley and Amy Wilding
- Admin Volunteers - Sarah Chambers, Ruth Hill and Michael Weston

In addition to our newest volunteers, we will be celebrating a number of achievements from award wins at the first borough-wide ‘Our Stars’ event and Volunteers’ Week celebrations to Food Hygiene course and fundraising successes. All of these achievements could not have been made without your hard work, so well done and thank you very much!
WWL celebrates Volunteers’ Week

From Monday 1st to Friday 5th June, hospitals, charities and other organisations in the Community and Voluntary Sector throughout the UK hosted a range of events to celebrate and thank their volunteers during Volunteers’ Week. At WWL, we had a number of activities planned for the week from hosting our Volunteers’ Long Service Awards to treating our volunteers to some delicious cupcakes.

Established in 1984, Volunteers’ Week aims to recognise and celebrate the contribution and achievements of millions of volunteers across the country. It is also an opportunity for organisations and volunteers to raise awareness of their services and how people can get involved.

At WWL, we kicked off the week by treating our volunteers to cupcakes as a thank-you for all the hard work and support they have given to our Trust. We gave out cupcakes every day of the week, so nobody would miss out. The Trust’s screens also displayed a thank-you message to our volunteers across our sites. In addition, Voluntary Services and the Trust sent a thank-you letter to each and every volunteer to personally thank them for their valued service to WWL.

Towards the end of the week, Voluntary Services held their annual Volunteers’ Long Services Awards. At the event, Chairman of the Trust, Robert Armstrong presented the award badges and certificates of recognition to volunteers who have completed five years and multiple of five years of service at the Trust.

Voluntary Services Manager, Nadia Koriba who hosted the Volunteers’ Long Service Awards, enthuses: “We have over 400 volunteers who freely dedicate their time and skills to helping our patients and staff. Volunteers’ Week is the perfect opportunity to thank and recognise our volunteers for everything they do at WWL.”

Volunteering is an enriching and rewarding experience, helping others and giving something back to the community. It also provides volunteers with the opportunity to meet new people and make friends, whilst gaining new experiences and skills.
'Our Stars’ gives Wigan borough volunteers their ‘time to shine’

An estimated 30,000 volunteers dedicate their free time to supporting 1,500 Third Sector organisations in the Voluntary Sector in Wigan according to the Wigan State of the Voluntary Sector 2013 report on social and economic impact. The publication of this report brought to light the contribution and talent of volunteers within the community. Recognising the positive impact volunteering on our locality, a group of local charities wanted to celebrate and formally give thanks to our volunteers. Soon after, the charities came up with the brainchild, ‘Our Stars.’

‘Our Stars’ was to be an event that would formally recognise and celebrate this immense contribution to our borough. Once the group had successfully secured £5,000 from Wigan Council’s Investment Fund, they set about planning an event, where volunteers would be given their ‘time to shine.’ More than 400 people attended the inaugural event held during Volunteers’ Week in June. The categories for the ‘Our Stars’ awards: Volunteer of the Year, Impact on Disability, Lifetime Achievement, Inspiring Person, Community Champion and Young Leader sought to celebrate a range of areas in which volunteers make a remarkable contribution.

The Trust was delighted to see its longest-standing volunteer, Olwen Winstanley win first prize in the ‘Lifetime Achievement’ category. With 58 years’ of service to her name, Olwen has dedicated her life to volunteering on the Tea Bar run by the Wrightington League of Friends. Volunteer, Pauline Carr also received an award of recognition in the ‘Inspiring Person’ category. Over the past 24 years, Pauline has split her time to support the Trust in a number of capacities as a Hospital Fundraiser, Pharmacy and Help Desk Volunteer for which we are incredibly thankful and could not be more proud of her achievement.

Within our Trust, we also run our own ‘Going the Extra Mile’ recognition scheme, where staff and volunteers can nominate an individual to give formal recognition and thanks for going beyond his or her role to do something that has been of benefit to the nominator. Many of our volunteers, such as Hospital Radio Volunteer, Kevin Riley for his contribution to the ‘Arts in Health’ programme and Ward Volunteer, Carole Biggs for her support on John Charnley Ward, have been awarded a ‘Going the Extra Mile’ badge and certificate.

Furthermore, our Trust has introduced the new ‘Volunteer of the Year’ category to its Recognising Excellence Awards’ event to be held in November this year. Any volunteer who has made an outstanding contribution to their department can be nominated for this award. We can’t wait to see which volunteers have been nominated!

Students, Niamh and Chris celebrate 50 and 100 hours of volunteering

In June, we not only celebrated the achievements of our long-standing volunteers at our annual Long Service Awards, but also our first two students of the year to receive their certificate of achievements. Upon presentation of Ward Attendance sheets signed by the relevant Ward/Departmental Manager, students or other volunteers looking to gain volunteer experience may receive a certificate of achievement for at least 50 hours of volunteering as a record for their portfolio.

Student, Niamh Clayton initially completed Work Experience placements on the Maternity Ward and in the Antenatal Clinic. As she enjoyed her experience on the Maternity Ward so much, Niamh decided to continue supporting our Trust on a more long-term basis and became a volunteer in January this year.

Niamh is passionate about working with newborn babies and has aspirations to become a midwife. Niamh has been described as a diligent and enthusiastic member of the Maternity Ward team and a great asset to Voluntary Services. Having received a fantastic set of A-level results and her certificate of achievement for 100 hours of volunteering, Niamh is now looking forward to starting a degree in Midwifery at the University of Huddersfield. We wish her every success with her studies and future career as a midwife. We would also like to express our sincere thanks for all the help and support she has given to the Trust.

The second student to be awarded a certificate of achievement for 50 hours of volunteering was Chris Gunn. Chris joined our Trust in December last year and was to be our first volunteer on D Ward at Wrightington Hospital. Always on time and willing to help where possible, Chris was a highly valued and reliable member of the D Ward team. Having spent several months on D Ward, Chris is keen to broaden his experience and has started a new volunteer placement on Astley Ward. He is currently studying for a degree in Biomedical Sciences at the University of Manchester with future ambitions to pursue further studies in Medicine.

Having undertaken a Work Experience placement shadowing Dr. Arya and junior doctors in Cardiology and time spent working in a hospital in Jodhpur, India through Gap Medics, Chris aims to build on his experience in healthcare, whilst giving something back to the community.

If you have completed 50 hours or more of volunteering and would like a certificate of achievement, please contact Voluntary Services Manager, Nadia Koriba on 01942 822 509.
Shop Volunteers celebrate Food Hygiene course success

In addition to the achievements of our long-standing volunteers at our Long Service Awards and our first students to receive their Certificate of Achievements, we are also celebrating the success of our Trust Shop Volunteers in successfully completing their Basic Food Hygiene Level 1 Course.

The Food Hygiene qualification is a half-day course and equips the learner with the key knowledge of basic food hygiene, including core temperatures, reheating of food and good hygiene food practice. The qualification is a requirement in terms of hot food preparation for the volunteer role. We would like to congratulate the following volunteers on their fantastic achievements:

- Anne Crosby
- Beryl Smethem
- Christine Singletary
- Darren Winstanley
- Dorothy Catterall
- Frances Aiken
- Gail Pilling
- Gillian Vernon
- Jack Mercer
- Jackie Mason
- Janet Harrison
- Jean Buckley
- Jean Pickford
- Jean Redshaw
- Kathleen Sandiford
- Kathryn Sudworth
- Lynda Sudworth
- Mavis Lowe
- Patricia Morley
- Tricia Curless
- Wendy Leach

This success is testament to the dedication and commitment of our volunteers, so we would like to congratulate them and express our sincere thanks for all their hard work and support.

In addition to this qualification, Trust Shop Volunteers provide valuable support in a number of other ways by welcoming and serving refreshments to customers, helping with stocking the shelves, operating the till and keeping the seating area tidy.

If you enjoy serving and chatting to customers, then this might be the role for you. To find out more about becoming a Shop Volunteer, please contact Voluntary Services Manager, Nadia Koriba on 01942 822 509 or at Nadia.Koriba@wwl.nhs.uk.
Voluntary Services to launch new Strategy

An estimated three million people volunteer in a number of capacities in health and social care throughout the UK according to The King’s Fund report, Volunteering in health and care: securing a sustainable future published in 2012. Research conducted by Sheffield Hallam University in 2013 revealed that approximately 30,000 volunteers dedicate their free time to supporting 1,500 Third Sector organisations in the voluntary sector in the Wigan borough alone. Their findings also indicated that 41% of the services delivered by these organisations focused on health and well-being and 33% on community development. Collaborative working was identified as a key factor to these organisations achieving their goals.

With the broad range of services this sector has to offer, Voluntary Services has decided to relaunch its Strategy with a renewed focus on tapping into this potential and developing a Compact Agreement. The implementation of such an Agreement would enable us to formally set out the key principles and establish a way of working that would improve the relationship between WWL and the Third Sector for mutual advantage. The agreement would formalise and further enhance our existing partnerships with Third Sector agencies, as well as helping us to develop relationships with new organisations.

By forging closer links and increasing our engagement with the Third Sector in our borough, we will also be able to further enhance and make a positive impact on our philosophy of social responsibility and inclusion. Providing and promoting opportunities for local volunteers to support and contribute to the community is an important element of our ethos. Volunteering has also been proven to boost well-being and self-esteem, thereby having a holistic benefit on the health of an individual.

Lastly, we must not forget that one of our core objectives of the Strategy is and has always been to bring added value to patients using the Trust’s services. The NHS Five-Year Forward View recognises the benefits of collaborative working between the NHS and Third Sector in enhancing the patient experience by enabling a smooth and effective transition from in-hospital to care within the community. Collaborative working and an increase in awareness of the services on offer to patients in the community will also help support our move to a more integrated, joined up approach to care.

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, particularly our work with the Third Sector. 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 new roles and accelerated growth in volunteer recruitment. We are always on the look-out for new volunteers, especially Dementia Champions, Radio, Help Desk and Shop Volunteers, so we can guarantee that there will be a role to suit everyone.” If you would like to get involved or learn more about what the new Volunteer Strategy has in store, please contact Voluntary Services Manager on 01942 822 509 or at volunteer@wwl.nhs.uk, or alternatively, please visit our webpage at www.wwl.nhs.uk/work_with_us/volunteers.

1 Buck, David; Mundle, Claire; Naylor, Chris and Weaks, Lisa: Volunteering in health and care: securing a sustainable future, The King’s Fund: 2013


3Ibis

**Geoff Carr Memorial fundraising event success**

In memory of her late husband, Geoff Carr, volunteer Pauline Carr with the support of fundraisers from the Three Wishes hospital charity has organised a series of memorial events in his memory. The latest triathlon/cycle ride event raised over £2,000 on the day, bringing the total to over £7,000, but there is more yet to come with the Silver Tally Firewalk taking place in October and two more events planned for this year……

Pauline tells us more about the event’s fantastic success and highlights of the day below.

The inaugural Geoff Carr Memorial Event took place on 22nd August. This was the day that an ambitious triathlon/cycle ride came together with a large event within the community of Shevington Moor. An 11-hour logistical glitch nearly stopped the Ironman part of the event when organisers realised they would need additional support vehicles. However, Westwood Motor Group from Ince stepped in with one of their large vans to help across the weekend.

Aintree Racecourse saw the first entrants arrive at 7.30am. Within this group were the elite athlete group with Geoff Carr’s daughter, son and granddaughter. Geoff’s widow, Pauline Carr, together with Aintree Racecourse Operational Manager, Carl Pastor set the first wave off to travel back the 26-mile cycle/29-mile Ironman circuit. The course had been plotted along the Leeds-Liverpool canal, which had taken a beating with the weather the previous 24 hours. This made for a difficult ride for all entrants. Appley Bridge saw the transition from cycle to kayak for the Ironmen, with Mountain Monkeys and St. Helens Canoe Club providing safety and assistance on the canal. Cyclists left the canal at Appley Bridge to battle uphill a full mile towards a dangerous corner, then to ride past one of the event’s benefactors, Wrightington Hospital, part of the Three Wishes charity.

Meanwhile back on the Ironman route, Ben Guymer from the Boathouse Team, which was to take the winning team title, was finding the cross country run a struggle. The route had cut across John Pit and had been turned into a mud bath. Former Royal Marine “Mitch Mitchell,” in true Ironman and Marine style, wasn’t leaving a man behind even if Ben was from a rival team, coaxing Ben up to where the route eventually joined the path. Mitch ran in 6th place with Ben on his tail in 7th.

Cyclist John James from the JP Oils Team had already finished in a ground-breaking time of 1 hr 53 mins for the 26-mile cycle event and took 1st place, where Ironman winner Paul Marsham POMMY had come in at 2 hrs 29 mins, but the Ironman finish wasn’t without controversy when leader and veteran triathlete, “Paddy Allen” on the last part of the route took a wrong turn and gained a 5-minute penalty, which allowed POMMY to pip him to the post.

Team Bupa had a 6-strong team all cycled in impressive times. Bupa had also provided marshals for the event who alongside the Mountain Monkeys Team ensured a safe event.

On the finish line, participants were literally sung in from the on-stage performance given by Wigan Youth Zone, Pie Factor contest.

Left to right: Pauline’s son, Darren Carr, Mayor of Wigan Councillor, Susan Loudon, Pauline Carr and daughter, Alison Chadwick celebrate at the finish line.

In memory of her late husband, Geoff Carr, volunteer Pauline Carr with the support of fundraisers from the Three Wishes hospital charity has organised a series of memorial events in his memory. The latest triathlon/cycle ride event raised over £2,000 on the day, bringing the total to over £7,000, but there is more yet to come with the Silver Tally Firewalk taking place in October and two more events planned for this year……

Pauline tells us more about the event’s fantastic success and highlights of the day below.

The inaugural Geoff Carr Memorial Event took place on 22nd August. This was the day that an ambitious triathlon/cycle ride came together with a large event within the community of Shevington Moor. An 11-hour logistical glitch nearly stopped the Ironman part of the event when organisers realised they would need additional support vehicles. However, Westwood Motor Group from Ince stepped in with one of their large vans to help across the weekend.

Aintree Racecourse saw the first entrants arrive at 7.30am. Within this group were the elite athlete group with Geoff Carr’s daughter, son and granddaughter. Geoff’s widow, Pauline Carr, together with Aintree Racecourse Operational Manager, Carl Pastor set the first wave off to travel back the 26-mile cycle/29-mile Ironman circuit. The course had been plotted along the Leeds-Liverpool canal, which had taken a beating with the weather the previous 24 hours. This made for a difficult ride for all entrants. Appley Bridge saw the transition from cycle to kayak for the Ironmen, with Mountain Monkeys and St. Helens Canoe Club providing safety and assistance on the canal. Cyclists left the canal at Appley Bridge to battle uphill a full mile towards a dangerous corner, then to ride past one of the event’s benefactors, Wrightington Hospital, part of the Three Wishes charity.

Meanwhile back on the Ironman route, Ben Guymer from the Boathouse Team, which was to take the winning team title, was finding the cross country run a struggle. The route had cut across John Pit and had been turned into a mud bath. Former Royal Marine “Mitch Mitchell,” in true Ironman and Marine style, wasn’t leaving a man behind even if Ben was from a rival team, coaxing Ben up to where the route eventually joined the path. Mitch ran in 6th place with Ben on his tail in 7th.

Cyclist John James from the JP Oils Team had already finished in a ground-breaking time of 1 hr 53 mins for the 26-mile cycle event and took 1st place, where Ironman winner Paul Marsham POMMY had come in at 2 hrs 29 mins, but the Ironman finish wasn’t without controversy when leader and veteran triathlete, “Paddy Allen” on the last part of the route took a wrong turn and gained a 5-minute penalty, which allowed POMMY to pip him to the post.

Team Bupa had a 6-strong team all cycled in impressive times. Bupa had also provided marshals for the event who alongside the Mountain Monkeys Team ensured a safe event.

On the finish line, participants were literally sung in from the on-stage performance given by Wigan Youth Zone, Pie Factor contest.
Fundraising success continued....

The youths performed as part of their “X-Factor” style competition and similar to the TV show, there were professional artists that performed alongside them to give the audience a “reet good time.” Dave Hollington, Cheshire’s Ultimate Rat Pack singer and Amanda Hayes, a classical singer gave the youths inspiration and words of advice through the day, whilst Adam Reid announced them on stage to make sure they felt like stars for the day. Although the organisers couldn’t get the Lady Lord Mayor to burst into song, she was very happy alongside Pauline Carr to officially open the event that attracted hundreds from the community.

No outside event would be complete without children’s entertainment and boy was this the place to be. Paramedics from Northwest Ambulance Service let children and adults alike see inside the £80k-front line ambulance, even demonstrating life-saving CPR sessions. The 8-metre climbing wall was a compulsory part of the Ironman competition, but was also available for all to have a go on, while a double-decker Fun Palace kept those smaller children entertained as they waited for the Princess Anna and Elsa to take to the stage.

So far, the events have raised over £7,000 with sponsorship money still to be calculated. There are still three more events planned for this year, one of which will see the Silver Tally Firewalk in October.

Results

Cycle event

1st John James
2nd Darren Carr
3rd Paul Setton, Jay Edwards and Mike Foster crossed together to come in joint place

Ironman event

1st Paul Marsham
2nd Edmund Allen (after 5-minute penalty was added)
3rd Stephen Nolan

Walking event

1st Joint winners, Janet Weasley and Andrew Higham

Overall Winning Team

The Boathouse

Voluntary Services would like to congratulate and thank everyone who took part and made the event such a fantastic success.

Volunteers, Pauline Carr, Rosalie Reeves, Lynne Mullins and other volunteer Fundraisers doing their bit to raise funds for Three Wishes

The day also saw a traction engine from Appley Bridge park up and soak up the sun. This event was part of the ongoing Geoff Carr Memorial events for 2015, with all proceeds going to the Three Wishes charity.
Breastfeeding Peer Support – Just a Thought

Its brilliance is endless, its contents unknown
Our babies they thrive, we see how they’ve grown
It’s filled with emotion the strongest of bond
Connects mum and baby, hormones and beyond

The powers are magical, healing, protecting
Nothing can match it despite much perfecting
Tailor made for each precious child
Fats, vitamins, minerals compiled

There’s no better start, what nature intended
Breastfeeding, despite many problems, is splendid
We have felt the emotions, and lived through the worry
We have time to devote, we’re not in a hurry

The feeling rewarding, you’ve given your best
And all comes down to, the humble breast

By Gemma Butler

About Breastfeeding Together

Breastfeeding Together was commissioned in April 2015 by Wigan Council to provide a Breastfeeding Peer Support Service across the Wigan borough. We work in partnership with Wigan Council, Wrightington, Wigan and Leigh NHS Foundation Trust’s Maternity Service and Bridgewater NHS Foundation Trust.

Breastfeeding Together provides information and support both antenatally and postnatally in a variety of ways. We have Breastfeeding Volunteers who provide information and support within Royal Albert Edward Infirmary. Breastfeeding Volunteers offer caring and non-judgemental support to mothers ensuring all information provided is independent, relevant and evidence-based and always free from commercial interest.

If you are interested in training to be a Breastfeeding volunteer, please email enquiries@breastfeedingtogether.co.uk with your contact details and an application form will be forwarded to you.
How Dementia Champion Volunteers can change the lives of patients with dementia

Patients who are unwell and also have dementia often experience distress and increased anxiety when in hospital, as the environment and routine are unfamiliar. It is important to understand a patient’s life history and maintain skills through engagement in appropriate activities either on an individual or group basis. The use of the ‘This is Me’ document allows us to find out what is important to the person, including social stimulation in the form of conversation, reading, newspapers, television, games, music, and so on.

The person with dementia may experience difficulties with communicating. This is where Dementia Champion Volunteers come in. The Dementia Volunteer would work alongside ward staff to allow opportunities for communication where possible, thus creating a more interactive environment for the person. The Occupational Therapist will be able to provide advice and guidance to the volunteer.

If you are passionate about helping to support us in our work towards improving the care of people with dementia, please contact Lead Nurse for Older People, Jean Ramsdale on 01942 264 372 or at Jean.Ramsdale@wwl.nhs.uk or Voluntary Services Manager, Nadia Koriba, on 01942 822 509 or at Nadia.Koriba@wwl.nhs.uk.

‘Talking space’ point for dementia patients

In addition to our new Dementia Champion Volunteer Role, there are a number of other exciting projects taking off as part of our work in the area of dementia. The Thomas Linacre Centre is looking to create a ‘talking point’ space for patients living with dementia to view old photographs and reminisce. Should you have any old photographs of the Wigan and Leigh area that you would be happy for us to copy or would like to donate, please contact Voluntary Services Manager, Nadia Koriba, on 01942 822 509 or at Nadia.Koriba@wwl.nhs.uk.

Other 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

- **Hospital Radio Volunteers**
  Diane Herring
  Chairperson
  Web: [http://hospitalradiowrightington.co.uk/](http://hospitalradiowrightington.co.uk/)
  Email: wrightingtonhospitalradio@hotmail.com
  Tel: 01257 256 361

- **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
A Day in the Life of a…. Help Desk 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. In this issue, we meet Len Thompson who has been a Help Desk Volunteer at Boston House and Royal Albert Edward Infirmary for 16 years. Len tells us how he got involved in volunteering at WWL and why he “loves every minute of it.”

Why did you decide to become a Help Desk Volunteer?

I had just retired from work after caring for my wife who sadly passed away and my daughter who was working at Leigh Infirmary told me that the hospital was looking for volunteers on the Help Desks. I quite liked the sound of meeting and greeting people, so I decided to find out a bit more about it and I’ve never looked back since. There are two reasons why I do this job: to work with nice people and meet nice people.

What’s your average day like?

I welcome people coming into the hospital and help them around, showing them where to go. I’m very proud to have been the first volunteer on the Christopher Home desk. I later moved to Boston House when the Eye Unit opened, but I still volunteer on the Help Desk at Royal Albert Edward Infirmary as well. A nurse once asked me if I was being used enough and as I always say, “I’m here if you want me and I’m here if you don’t.” I feel that Boston House needs us the most because there are no porters and the staff are often in clinics, meaning that if we weren’t there, there would be no one to help. I guess I’d say my average day is about being there to give a helping hand and ‘going the extra mile.’

What do you enjoy the most?

I can’t really say. I don’t mind what I’m doing as long as I’m doing my little bit for the patients and I know I’m appreciated because patients tell me. I love every minute of it. I love meeting people and because I provide cover for when volunteers are on holiday, I know everyone on the desk and we go out for a meal once a month. The only other option would be to stay at home and I would much rather be here where I can do some good for the hospital.

If somebody wanted to volunteer, what would you tell them?

I’d tell them that it will be something they’ll never regret and to give Nadia a ring on 01942 822 509. Who knows, I may even escort them to her office!
Wrightington Hospital Radio update

Wrightington Hospital Radio Volunteer, Veronika Stevens-Halsall is delighted to give you an update on all the exciting projects the charity is currently working on from their involvement in the ‘Arts in Health’ exhibition and Dementia Awareness Week to the publication of the first edition of their brand new newsletter, Radio At Wrightington (RAW), which is available on the Help Desks.

OUT and ABOUT
with
HOSPITAL RADIO WRIGHTINGTON

May: Arts in Health Spring Exhibition:

It was a privilege to attend this second event, we were there to record and capture the excitement of this opening evening. Coverage from the recording went out to Wigan and Wrightington Hospitals.

May: Working with the Community:

Dementia Awareness Week took us to Golborne Library, recording ‘Afternoon Tea’ with a difference, poems, stories, bingo. This uplifting event was well attended, and has been broadcast.

July: Three Wishes Choir:

We were invited to Buckingham Row, to record a rehearsal of the choir, it was a pleasure, and very enjoyable. This recording has been broadcast.

August: Radio At Wrightington

Look out for RAW (Radio at Wrightington) news updates, the first issue went on display late August.

To contact Hospital Radio Wrightington by phone: 01257 256361
or email: wrightingtonhospitalradio@hotmail.com
Website: http://hospitalradiowrightington.
**WWL Patient Information Leaflets**

Patient information leaflets are a valuable tool and in conjunction with face to face discussions, they can enhance the patient experience. Our leaflets give details of the services available, as well as treatments and procedures.

Good patient information is important, as it can:

- enable people to make informed decisions, giving them time to go away, read the information that is relevant to them, and think about the issues involved
- give patients confidence in the care and treatment that they receive
- remind patients of what has already been discussed face to face
- involve patients and carers in their care and treatment
- help to make sure that patients arrive on time and are properly prepared for their appointment or admission to hospital

Trust patient information leaflets go through an approval process which includes feedback from lay readers and review and ratification by a Trust Divisional committee comprising of a team of multi-disciplinary professionals. All leaflets are reviewed on a two yearly basis and clearly display the review date on the front page.

The Trust is committed to providing patient information and correspondence in differing forms to support the needs of the patients accessing our services. Alternative formats are available on request, include other languages, large print, audio and Braille by contacting Kerry Entwistle, Patient Information Administrator via e-mail to kerry.entwistle@wwl.nhs.uk or by telephoning 01942 773106.

By Kerry Entwistle, Patient Information Administrator

**Everyone is unique**

With the implementation of the Workforce Race Equality Standard (WRES) and Equality Delivery System (EDS2) in April this year, Inclusion & Diversity (I&D) could not be more at the forefront of NHS plans to further promote and enhance its work in inclusion and diversity. Inclusivity is an incredibly important aspect of Voluntary Services, as well as other areas within the NHS. If we consider the role of a Reception Help Desk Volunteer, for example, the volunteer who stays at the desk to ensure that all telephone and face-to-face enquiries are dealt with immediately and effectively is just as important as the volunteer who escorts a patient or visitor to a particular area.

As a measure of how Voluntary Services recruits from an I&D perspective, all equality monitoring data is recorded and evaluated on a monthly basis. We firmly believe that volunteering is for everyone regardless of your age, race, disability, gender, sexual orientation or religious belief. If an individual wishes to freely dedicate their time to supporting our Trust, then we are committed to supporting them as a volunteer for everyone is unique with something unique to offer.
Inclusion & Diversity: one person’s story

“So what’s your story?” he asked, sitting down next to me at a safe distance.

“I already told you my story. I was diagnosed when – ”

“No, not your cancer story. Your story. Interests, hobbies, passions, weird fetishes, etcetera.”

Like Hazel Grace Lancaster’s story in *The fault in our stars*, my story is not an “arthritis” story. I have been called the “girl with the arthritis” and was once even called a “recruitment problem” by one manager after I explained the reason why I could not lift heavy boxes was due to my health condition, not laziness I might add. So, what is my story?

My name is Nadia Koriba. I’m 29 years old. I have seronegative arthritis. I developed it following a series of unpleasant stomach infections. I like to think of it as one of those bizarre things that happens to you in life, but shapes you in the most extraordinary ways. I’m also half Algerian, part Irish, Italian and English, which I hope makes me more open-minded and culturally aware. This is not my story, though.

My story began when I was at primary school. My father and I would take part in the Blue Peter Fun Runs every year. I later played in Lymm Samba Band for eight years to raise money for charity until the band finished when our band leader got married. I have also supported my best friend when she has held a stall at her annual nursing home’s fundraising day in the summer. I did *The Starlight Walk* in Warrington in aid of St. Rocco’s Hospice last May.

I can honestly say that WWL is the first place I have worked, where I can wholeheartedly say that I have been treated as an equal individual. I have never felt as if I’m a “recruitment problem” or a constituent of the “Arab problem” in our world today as with previous companies. At WWL, I feel part of a supportive team with a common goal: to help our patients and deliver the best care we can. One of WWL’s greatest assets is that it embraces diversity and supports staff living with disabilities with a genuine desire to help improve the lives of patients.

I fundraised for Arthritis Research UK and MedEquip4Kids for my birthday. I could go on, but I guess the point I’m trying to make is that it has always been inside me to help others. It’s my passion, hobby and interest (but I think I’ll keep any weird fetishes to myself, thank you).

Fundraising at Macclesfield Tesco store

Having arthritis and being able to complete a 7-mile nighttime walk is one of my greatest achievements
Patient involvement in Clinical Audit/Quality improvement

The introduction of patient and public involvement within healthcare has become mandatory and is seen to enhance aspects of healthcare; mainly that it provides a different perspective from that of Clinicians and Managers.

The Clinical Audit team at WWL appointed a patient panel back in 2011 and whilst this was slow to get off the ground the lay auditors are becoming more and more in demand throughout the Trust. Their help so far has been invaluable. Some of the work they have been involved in so far consists of:

- A survey of patient opinion on audit topics relevant to them (patients)
- An audit/re-audit of Urology services
- Orthopaedic Service discharge audit
- Multi-site audit of consent (Orthopaedics)
- Four monthly audits of the Always events (and subsequent staff surveys)
- Participation in Macular degeneration audit (Ophthalmology)
- Participation in Intra-vitreal injections (Ophthalmology)
- Audits in conjunction with Pharmacy
- Ward communication survey
- Work around the replacement for the Liverpool Care Pathway

Those who have used their services have found their contributions very helpful and enabled projects to be undertaken that otherwise would not have been possible due to time restraints.

Patient involvement in audits and quality improvement projects can be invaluable to all teams. Areas in which they can assist are:

- Introduction of topic ideas (through surveys of public interest)
- data collection
- carrying out surveys
- providing ideas for change
- completion/formulation of data collection tools (from a patient perspective)
- Contribution of ideas to the methodology of projects and agreement of standards

The lay members can give a clinical audit project more validity when explaining to other patients, gaining approval from the Board and issues around funding. Projects where patients need to be interviewed may be enhanced as they are more likely to speak openly with a lay member – (however if considering them within any audit please bear in mind that lay auditors cannot currently have access to patient personal data (i.e. case notes).

If you would be interested in becoming a Clinical Lay Auditor Volunteer, please contact Clinical Audit Manager, Liz Farnworth at liz.farnworth@wwl.nhs.uk or on 01942 822357, or Voluntary Services Manager, Nadia Koriba at Nadia.Koriba@wwl.nhs.uk or on 01942 822 509.

By Liz Farnworth, Clinical Audit Manager
Volunteers’ Page

Why be a Volunteer?

It’s not for the money, it’s not for the fame.
It’s not for any personal gain.
It’s just for love of fellowman.
It’s just to send a helping hand.
It’s just to give a tithe of self.
That’s something you can’t buy with wealth.
It’s not medals won with pride.
It’s for that feeling deep inside.
It’s that reward down in your heart.
It’s that feeling that you’ve been a part.
Of helping others far and near, that makes you be a Volunteer!

Author Unknown
**Mouthwatering Bakewell Tart**

**Ingredients**  
*Serves 4*

- 225 g short crust pastry (either bought or made)  
- 100 g ground almonds  
- 110 g icing sugar  
- 50 g butter  
- 3 eggs  
- 4 tablespoons, strawberry jam  
- Almond essence

**Pastry**

- 8 oz plain flour  
- 4 oz butter  
- Cold water  
- 1 egg yolk

To make the pastry: rub the butter into the flour until it resembles breadcrumbs. Add egg yolk and enough cold water to bind it. Wrap in cling film and place in the fridge.

Whilst the oven is preheating to 200 °C, roll out the pastry over a floured surface. Line a fairly shallow flan mould with the pastry. Prick with a fork and place into the fridge, whilst preparing the filling. To make the filling, first cream the butter and sugar. Then add the eggs, the ground almonds and a few drops of almond essence. Next, spread a layer of strawberry jam evenly over the pastry base.

Cover with the filling. Bake the tart for approximately 30 minutes, until lightly brown and springy touch. It may be served cold or warm.

**Scrumptious Scones with Strawberry Jam**

**Ingredients**  
*Serves 4*

**For the scones**

- 250 g plain flour  
- 140 ml sour cream  
- 3 teaspoons dried yeast  
- 25 g butter  
- 1 egg  
- Double cream whipped or clotted cream  
- Salt

**For the Strawberry Jam**

- 1 kg strawberries  
- 1 kg sugar

Firstly, sift the flour into a bowl. Mix with the dried yeast and a pinch of salt. Rub in the butter until the mixture resembles breadcrumbs. Now pour in the sour cream and the egg. Work together until smooth and elastic. On a floured work surface, knead lightly and roll out until slightly more than one inch thick. Stamp into small rounds with a pastry cutter. Place onto a lightly greased baking tray and bake in a preheated 200 °C for about 10-15 minutes. Cool on a wire rack.

To make the jam, wash the strawberries and place into a large container. Add the sugar and mix until thoroughly coated. Place a lid over the container and leave to rest for 24 hours. Now pour the contents of the container into a casserole and boil over high heat for approximately five minutes. Allow to cool and transfer to the fridge for two days. Now boil again for 10 minutes. When the jam has cooled, ladle into jam jars. To serve the scones, cut in half, spread with whipped cream and strawberry jam.
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>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What did you least enjoy?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>What did you least enjoy?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Any other comments?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Email address:</th>
</tr>
</thead>
<tbody>
<tr>
<td></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