Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust

Volunteer Newsletter March 2025

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

Welcome

We would firstly like to thank you each and every one of you for all your hard work and support. You play a valuable role in enhancing our patient experience and are very much an integral part of our patients' care.

We have again much to celebrate for our volunteers. We officially launched our Assisted Feeding project on Astley Ward. This is part of a pilot project, where our Ward Volunteers will be providing assisted feeding to our patients. This can be anything from helping to unwrap food wrappers to cutting up food and delivering assisted feeding to our patients. The Ward Volunteers thoroughly enjoyed their training and officially started their assisted feeding role during Nutrition and Hydration Week in March.

In this issue, we will also be shining our spotlight on our PALS team and the wonderful role they play in supporting our patients. One of our patients also shared a wonderful and humourous story about forgetfulness with our lovely Patient Activities' Volunteer Coordinator, Melanie Cornish, which was too good not to share with you all. We would also like to wish you all a very happy Easter and Eid Mubarak from all of us at WWL.





Welcome New Volunteers!

- Emma Dickinson, Chaplaincy Volunteer
- John Evans, Chaplaincy Volunteer
- 4 Josh Joy, Ward Volunteer
- ↓ James Maclean, Ward Volunteer
- Jeanette Quigley, Grow Your Own Volunteer
- 4 Kian Storey, Ward Volunteer
- 4 Magdalena Malow, Admin Volunteer
- 4 Mia Fisher, Ward Volunteer
- Nosakhare Idemudia, Ward Volunteer
- Rashmi Prathapasinghe, Ward Volunteer

A newsletter for volunteers

Our Volunteers' Newsletter is all about you and including what information, news, or stories you would like to hear about. If you have a story you would like to tell or an achievement you would like to celebrate, we would love to hear from you! Please contact Nadia or our Patient Experience Team to be featured in one of our editions. Our contact details can be found below.

Voluntary Services' Contact details

Nadia's working hours:	
Monday	8.30am – 4.30pm
Tuesday	8.30am – 4.30pm
Wednesday	8.30am – 4.30pm
Thursday	8.30am – 12.30pm
Tel.:	07899 039 955
Email:	volunteer@wwl.nhs.uk

During these hours, our Patient Activities'Volunteer Coordinator, Melanie Cornishwill be able to support you.Thursday12.30pm – 4.30pmFriday8.30am – 4.30pmTel.:01942 77 3061Email:volunteer@wwl.nhs.uk



Thank you, Sue!



We would like to give a big thankyou to Help Desk Volunteer, Sue Lamb for updating our Help Desk Directories – you've done a great job!

Thank you also to all our Help Desk Volunteers for supporting her and ensuring that the information is correct and up to date.

Help Desk Statistics



We have 115 amazing Help Desk volunteers who dealt with 31,518 queries between October and December 2024 alone!

Thank you very much, Help Desk Volunteers, for all your hard work and for completing the desk activity statistics. For more information on the desk activity for this period, please see the latest report that has been sent to all desks.

Well done, Astley Ward Volunteers!



March saw the launch of an exciting new project on Astley Ward.

Our Astley Ward Volunteers were trained to deliver assisted

feeding to our patients, helping them at mealtimes, while providing them with good company and a nice chat!

Assisted feeding was officially launched in celebration of Nutrition and Hydration Week from 17th – 23rd March.

A little about us... PALS



Your Patient Advice and Liaison Service (PALS) provide on the spot, help, advice and support to our patients, carers, relatives, visitors and staff, when you need it. The PALS' Team aims to resolve your concerns, or get you help and direction on the same day following receipt of your concern, or if more time is required, a mutual timeframe is agreed. This is to ensure we are managing expectations.

You can speak to a member of our team about any queries you may have, however small or large, and we will endeavour to assist you. If a patient feels that they can't discuss their concerns with the department involved or wants to have their concerns looked at more formally (Patient Relations), they can use the complaints' procedure.

The Patient Relations' Service deals with formal complaints – this is when an investigation is required to look into concerns in more detail, and may require information from other staff members. A timeframe is also in place Trust-wide, so that we are ensuring the complainant understands how long a divisional investigation can take.

The team listens to patient concerns, investigate issues, provides impartial support advocacy by facilitating resolution meetings, provides information on other services/Trusts, and ensures feedback is shared.

We also record and share compliments for all areas of the Trust. If patients or relatives wish to provide positive feedback on your area, they can be directed to us. Learning and resolving is the key to satisfaction – early intervention helps ensure we are actively listening and making things better to improve our patients' experience.

Patient stories are a powerful aid to understand what has gone wrong from a patient's perspective, which we share in our training sessions, such as 'How to write a complaint,'



Caring for our Community, patient experiences shared in the Bereavement training, and other groups that require information about what our patients, families, carers, and friends are telling us.

There are many aspects to what our team does and provides. No day is the same – the content of the complaint, the way it is provided, and the volume of complaints is unpredictable, which we act upon, quickly and honestly. If you want to know more about what we do, please contact the Voluntary Services Manager and we can arrange to tell you more about us and our service.

Forgetfulness...

We think this is a problem as you get old, but I know for a fact that of two incidents. With young people who proved that FORGETFULNESS can happen to people of any age.

Both my friends were going to a Dog Show, one was an Officer of a Regional Breed Club and therefore had many responsibilities, and the other was a Committee Member of another Regional Breed Club.

The Officer's car was absolutely full of things needed to run a Dog Show and was full to the brim. However, the other person just had to remember his rucksack and the dog he had entered for the Show, as well as picking up his friend and her dog, so they could share the cost of the journey, in this case to Kelso. It seemed pretty sensible for both, so what on Earth could go wrong!

The Officer got to the showground in plenty of time, and moved backwards and forwards to the car getting everything in its place until the car was emptied and everything had been checked. Suddenly she thought what on Earth did I do with my dog? Where on Earth did I put her? The car was checked again, but no dog to be seen! Her hubby, meanwhile, who did not go with her on the journey decided to get up a bit earlier because he could hear what he thought was whimpering somewhere, which had awakened him from a good sleep, so he came out of the bedroom to investigate. On walking down the stairs, he found a lonely Basset Hound tied up to the banister rail looking all forlorn and upset and wondering what she had done to be left all alone for so long, but so glad to see hubby. He got the most waggiest tail and she got a nice hug when he released her.

He rang his wife to ask what had happened and to be told she had forgotten the dog. I did hear that for a whole week that hound showed her displeasure when the lady of the house returned.

In the next story, this was a case of a man and a dog he had entered for a Show Plus picking up and friend and her dog, so that that they could share the cost of the petrol and in this case, they travelled from Lancashire to Kelso, where the Show was being held. They made good time and arrived reasonably early, so gave the hounds a walk and went to the bench made sure the dog had its blanket some water and went to find a good cup of coffee.

All seemed to have gone according to plan and they were hopeful to do well today. Judging started, but the male hound was in the later classes, so they sat and watched some of the judging, plus meeting some old friends and were having an enjoyable day. So, the man went off to get his dog that had been bathed the night before and looked absolutely stunning. He entered the ring asked for his ring number and had a great surprise. What you might add? The look of astonishment on his face caused his friends some consternation. Out of the ring he came and was not able to exhibit because he had taken the wrong dog. He had prepared the wrong hound for the Show, so the hound was put back on the bench and they waited for the bitch to enter her class, which was also towards the later classes.

She did reasonably well and was awarded second in her large class – so the dog and owner went back to the benches with her second blue card left on top of the bench. Now it was for all the winners to see who got Best of Breed, Reserve Best of Breed, Best Puppy and Best Veteran.

The Judges' decision on the final hound and it was back to the benches to get Dogs, blankets and rucksacks for their journey home. As they passed the ring the Judge crossed their path and stated: "Why was that Hound not in the Ring? He is just what I was looking for!" The Owner was gutted, especially as the litter brother was just as good, too.

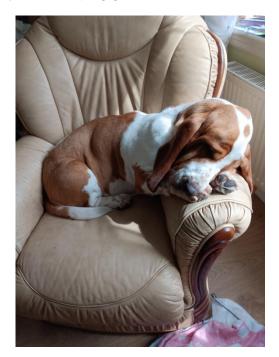
So you see never think that forgetfulness only happens to old people because you would be so wrong!



About my hound

Now my hound likes nothing better than to get a chance to sit in my chair near the lounge window so he can look out of the window to wait for a delivery man or the postman – then he runs to the door to see if he can catch what is put through the letterbox.

He finds it such good fun. I always said that he was the guard dog on sentry duty like the guards at Buckingham Palace. So, here is the dog on my chair keeping guard of the house and me.



Hello, my name is Leeann...



Admin and Ward Volunteer, Leeann Barnes with Head of Patient Experience and Engagement, Joanne McAllister

I have had the most amazing 9 months at WWL! I started volunteering on CAU at Royal Albert Edward Infirmary. On CAU, I made tea and coffee for the patients. I went around the ward talking to patients and giving the meals out to them

I then moved to the Hean Heyes' Unit over at Leigh Infirmary, helping our Patient Activities' Volunteer Coordinator, Melanie with doing activities and getting our patients involved.

I also volunteer on the Patient Experience Team as an Admin Volunteer. The best bit about my role is going around the wards, dropping off and collecting the Family and Friends' Test Cards, and helping out in the Patient Experience Office.

I feel so lucky to have a go at different volunteer roles and different opportunities as a volunteer at WWL. Thank you for giving me this opportunity!

Volunteer Survey Report

Thank you so much to those of you who took part in our Volunteer Survey last year. Your feedback is invaluable in helping us to steer and inform our support for you and our future work.

Please click below to read the report. A hard copy can also be found on any of our Help Desks or we would be very happy to send you a hard copy in the post. Please contact Voluntary Services if you would like a copy posting to you.



Volunteer Survey Report 2024.doc

Volunteering Opportunities





Thank you very much all again for everything you do. It is hugely appreciated. We look forward to celebrating all your hard work during Volunteers' Week in June, so watch this space....

> Best wishes, Nadia

Next Newsletter out in June 2025!

Volunteers' Newsletter Editorial Team



Nadia Bousseau, Voluntary Services Manager

Voluntary Services' contact

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



Veronika Stevens, Trust Volunteer