

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 humorous 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
- ✦ Josh Joy, Ward Volunteer
- ✦ James Maclean, Ward Volunteer
- ✦ Jeanette Quigley, Grow Your Own Volunteer
- ✦ Kian Storey, Ward Volunteer
- ✦ Magdalena Malow, Admin Volunteer
- ✦ 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.

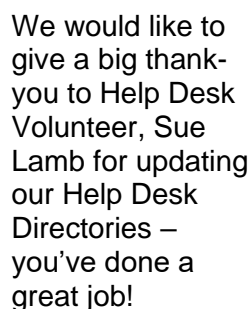
Voluntary Services' Contact details

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

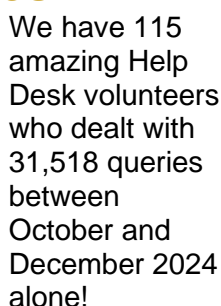
During these hours, our Patient Activities' Volunteer Coordinator, Melanie Cornish will be able to support you.

Thursday	12.30pm – 4.30pm
Friday	8.30am – 4.30pm
Tel.:	01942 77 3061
Email:	volunteer@wwl.nhs.uk



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



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!

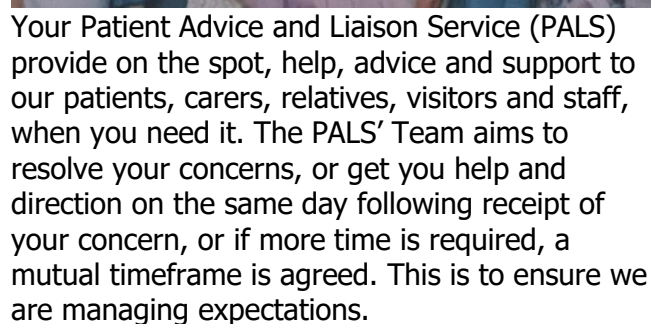


Our Astley Ward
Volunteers were
trained to
deliver assisted

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



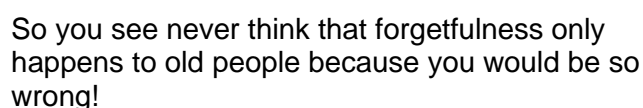
You can speak to a member of our team about any queries you may have, however small or large, and we will endeavour to assist you. If a patient feels that they can't discuss their concerns with the department involved or wants to have their concerns looked at more formally (Patient Relations), they can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





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



Veronika Stevens, Trust Volunteer

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