NHS
Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Volunteer Newsletter October 2026

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

Welcome

Hello and welcome to the October edition of our Volunteers' Newsletter! In this edition, we have much to celebrate and a couple of personal thank-you letters for volunteers who have made an outstanding contribution to some of the patient experience projects we have here at WWL.

We would firstly like to begin by giving a big warm welcome back to our Voluntary Services' Manager, Laura who has returned from secondment within our Trust. Laura is really excited to be back and looks forward to catching up with you all you once she has settled back into Voluntary Services.

A huge congratulations to our Assisted Feeding Volunteers on Astley Ward who have been shortlisted as finalists for The One Team (Non-Clinical) of the Year at this year's Our Stars Awards! This is a fantastic achievement and we cannot wait to celebrate with you at the event in a few weeks. We would also like to congratulate our volunteers who successfully completed this year's Higher Development Level 1 Award in Employability for Volunteers. You all worked so incredibly hard for this qualification and we could not be prouder.

Our Consultant in Public Health, Dr. Annie Lowe, has also written a letter of thanks to express hers and her teams' gratitude for all your support in the project to redesign and improve our outpatient letters. A huge thank-you also to Veronika for all her hard work on this amazing and transformational project. Our Neonatal Unit has also sent a letter of thanks to our incredible volunteer knitters for their beautifully knitted bonding squares for babies and their parents. Lastly, a huge thank-you to each and every volunteer for all that you do. You are the fabric of the NHS and what makes it so special.



Welcome New Volunteers!

- Theertha Ambalaparambil Binumon, Ward Volunteer
- Olumide Awowole, Ward Volunteer
- Beryl Bourne, Chaplaincy Volunteer
- Beryl Burns, Help Desk Volunteer
- Andrea Cottom, Ward Volunteer
- Felicia Dankwa, Ward Volunteer
- Isabel Emmison, Ward Volunteer
- Ahmed Hagag, Ward Volunteer
- Pauline Heaton, Chaplaincy Volunteer
- Melissa Jackson, Ward Volunteer
- Kerry Jones, Ward Volunteer
- Aphrodite Lau, Ward Volunteer
- Donna O'Connor, Ward Volunteer
- Alicia Pawlikowska, Assisted Feeding Ward Volunteer
- Ernest Pipim, Chaplaincy Volunteer
- Rumana Shammi, Chaplaincy Volunteer
- Jane Smith, Help Desk Volunteer
- Beryl Thompson, Chaplaincy Volunteer

A newsletter for volunteers

Our Volunteers' Newsletter is all about you and includes 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, Mel, or our Patient Experience Team to be featured in one of our editions. Our contact details can be found below.

Voluntary Services' Contact details

During these hours, you may contact Nadia (Mondays to Wednesdays) or Laura (Wednesday to Fridays):

Mon – Thurs: 8.30am – 4.30pm
Friday 8.30am – 12.15pm
Tel.: 07899 039 955
Email: volunteer@wwl.nhs.uk

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

Mon - Fri: 8.30am – 4.30pm
Tel.: 01942 77 3061
Email: volunteer@wwl.nhs.uk

Welcome back, Laura!

We would like to give a big warm welcome back to our Voluntary Services' Manager, Laura who has returned from secondment within our Trust. Laura will be working Wednesdays to Thursdays (8.30am – 4.30pm) and Fridays (8.30am – 12.15pm), with Nadia working Mondays to Tuesdays (8.30am – 4.30pm) and Wednesdays (8.30am – 12.15pm). She is really excited to be back and looks forward to getting out and about, and meeting you once she has settled back into Voluntary Services.

Congratulations, Assisted Feeding Volunteers!



We would like to offer our congratulations to our Assisted Feeding Volunteers on Astley Ward who have been shortlisted as finalists for The One Team (Non-Clinical) of the Year at this year's Our Stars Awards! We would also like to thank them, our Nutrition and Hydration Specialist Nurse, and the Astley Ward Team for all their support to our volunteers.

Our Assisted Feeding Volunteers have dedicated over 90 hours of volunteering to provide assisted feeding to nearly 90 patients on this ward over the past year. Patients have fed back how caring our volunteers are and how thankful they are for their support. This is a fantastic achievement and we are so proud of our volunteers and all the teams involved in this project. We cannot wait to celebrate with you at the event in a few weeks!

Congratulations, Leeann and volunteers for completing the HDA programme



Leeann was delighted to receive her certificate and portfolio from Clinical Educator, Vickey Smith

We would like to offer our congratulations to our volunteers, Olushola Kole, Areesha Khan, Leeann Barnes, Owolabi Badejo, and Marycynthia Oguejiofor for successfully completing this year's Higher Development Level 1 Award in Employability for Volunteers.

You all worked incredibly hard to achieve this qualification and we are very proud of you!

Thank you, Help Desk Volunteers and outpatient letter redesign update

We would like to offer our sincere thanks to all our Help Desk Volunteers for all your support in collecting data on our patients attending the wrong hospital site for their appointments, which has been hugely appreciated.

Our Consultant in Public Health, Dr. Annie Lowe, has written the below letter of thanks to express hers and her teams' gratitude for all your support, and Veronika's hard work on this amazing and transformational project.

Dear Volunteers

First of all, thank you for your continued support, time and commitment to this project. Your feedback has played a vital role in helping us improve our outpatient appointment letters and I just wanted to provide you with a quick update.

We now have a final version of the outpatient appointment letter! Thanks to the valuable insights and feedback provided by you and the Lived Experience Panel, we have made several important improvements. These include removing the Wrightington, Wigan and Leigh NHS logo and making the appointment location much clearer by displaying it prominently at the top of the letter in larger text.

The revised letter has now been approved by the Patient Experience and Engagement Group, and it will soon be adopted across a range of specialties for both first and follow-up outpatient appointments. We would also like to thank you for your patience while these changes are rolled out. Although it may take some time before the new letter is being used consistently across all services, we wanted to share this update and let you know that the improvements you helped shape are now moving into practice.

Thank you again for your support with this project. Your insights, suggestions and experience have been invaluable in helping us design a letter that is clearer and easier for patients to use. We are very grateful for the time and expertise you have contributed.

All the best,

Dr Annie Lowe, Consultant in Public Health

Thank you, Knitting Volunteers!



Our Neonatal Unit Team has been very touched and are incredibly grateful for all the beautifully knitted bonding squares donated by our generous knitting volunteers and have written the below letter of thanks.

Dear Knitting Volunteers

The knitting volunteers have been working hard these last few months. The Neonatal Unit would like to extend our sincere thanks for the beautiful bonding squares you have knitted for our babies and their families.

Your kindness, dedication, and generosity make a real difference to the families we care for. These small squares provide comfort and help strengthen the precious bond between babies and their parents during what can be a challenging and emotional time.

Every stitch represents the care and compassion you have shown, and we are incredibly grateful for the time and effort you have given to support our patients and their families.

Thank you for helping us provide comfort, reassurance, and a little extra love to those who need it most.

With heartfelt appreciation

The Neonatal Unit Team



Maureen Schofield recently joined our team of wonderful knitting volunteers. She has been very much enjoying spending her time knitting bonding squares.

She loves and takes much pride in knitting, knowing that she is making a difference to our beautiful babies in the Neonatal Unit and their parents.

Christmas Appreciation and Awards' Event



We will be holding our third annual Christmas Volunteers' Appreciation and Long Service Awards' event on Wednesday 18th November to celebrate and recognise all your hard work and valuable service to our Trust. Thank you very much for returning your slips and we look forward to celebrating another wonderful afternoon with you again this year!

Run The Manchester Marathon For Three Wishes!



Looking for your next challenge? Take on the iconic Manchester Marathon on 18th April 2027 and help raise funds to support patients across Wrightington, Wigan and Leigh Hospitals.

Whether you're chasing a personal best or tackling your first marathon, we'd love to welcome you to Team Three Wishes. There are 15 spaces to fill, so be quick so you don't miss out.

Apply for a charity place here. If you have any questions, please get in touch by contacting threewishescharity@wwl.nhs.uk.

Volunteering Opportunities





Thank you very much again for everything you do, and we look forward to seeing you at this year's Volunteers' Appreciation and Awards' event!

Best wishes,
Nadia and Veronika

Next Newsletter out in December 2026!

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 / 01942 822 509