

Volunteer Newsletter September 2025

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

Welcome

What a lovely summer it has been! Whether you've been away on holiday or enjoyed a few nice days out in the UK, we hope you have had a wonderful time making the most of the long and warm summer evenings.

We would firstly like to thank you all for your volunteering. You all play a valuable role in supporting our patients, staff, and volunteers, and improving our services. We would also like to thank all those who support our Trust's "Decon 25" Decontamination Exercise.

A huge congratulations to our Lived Experience Partner, Jessie Hunt who was a finalist out of hundreds of entries for Volunteer Champion in the Greater Manchester Health and Care Champion Awards 2025. This is an amazing achievement, and we are incredibly thankful for the fantastic work Jessie is doing and continues to do to improve our services in A&E for patients with learning disabilities or who are neurodivergent.

We will also be shining a spotlight on WWL Radio and the amazing service they provide for our patients, and how you can get involved. We also have a couple of key dates for your diary: our annual Volunteers' Appreciation and Awards' Event in November and one of our upcoming Three Wishes' fundraising events, our Twilight Walk taking place in October.



Welcome New Volunteers!

- 🖶 Angel Jakpa, Ward Volunteer
- 4 Anne Thompson, Help Desk Volunteer
- Christine Kendall, Ward Volunteer
- David Groves, Help Desk Volunteer
- 🖶 Elisabeth Alatiba, Ward Volunteer
- Gemma Gregory, Ward Volunteer
- Halimot-Sadia Mustapha, Ward Volunteer
- 🖶 lan Bowler, Help Desk Volunteer
- Janet Carroll, Help Desk Volunteer
- 🖶 Jennifer Maguire, Chaplaincy Volunteer
- 🖶 Jilly McKiernan Bruce Ward Volunteer
- 🖶 John Dickinson, Clinic and Desk Volunteer
- 🖶 Khovinash Ramasamy, Ward Volunteer
- 🖶 Laura Cunningham, Grow Our Own Volunteer
- 🖶 Millie Shirley, Ward Volunteer
- Nicki Colyer, Chaplaincy Volunteer
- 4 Susan Atkins, Ward Volunteer
- 🖶 Susan Wadsworth, Ward Volunteer
- 🖶 Yvonne Brown Help Desk Volunteer
- 🖶 Zara Iqbal, Ward Volunteer
- Lina Ralph, Ward 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

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



Volunteers complete the first HDA Level 1 Award



In collaboration with our Practice Education Team, and Wigan and Leigh College, we launched the Higher Development Award Level 1

(HAD L1) pathway into care. The purpose of the course is to upskill and grow our staff and volunteers, particularly those looking to embark on a career in healthcare, alongside volunteering in a clinical setting.

The course covered topics, such as personcentred care, fluids and nutrition, basic life support, safeguarding children and adults, and much more. Volunteers who gain employment in a healthcare support work role may then complete two additional units to obtain the full care certificate qualification required to work in paid care role.

A huge congratulations to our first cohort of volunteers who successfully completed the qualification!

Thank you, volunteers for your support in Decon25



We would like to say a big thank-you to the volunteers who took part in the Trust's Decontamination Exercise in July. Your support is hugely appreciated!

The "Decon25" Exercise is WWL's annual

decontamination exercise. It has been designed to provide an opportunity for the A&E Decontamination Team to test out the Trust's capability to decontaminate patients that arrive at A&E prior to going inside to protect our estate, staff and other members of the public from becoming contaminated. It is a live exercise, which includes the deployment of the decontamination tent and staff in full decontamination suits.

Congratulations, Jessie!



A huge congratulations to our Lived Experience Partner, Jessie Hunt who was a finalist out of hundreds of entries for Volunteer Champion in the Greater Manchester Health and Care Champion Awards 2025. We are so proud of this amazing achievement and all the hard work you have put

in and continue to do to improve our services in A&E for patients with learning disabilities, who are autistic and neurodivergent. A massive well done to Jessie!

WWL Radio: our radio service, your radio service



It is still surprising to realise that some people do not know about WWL Radio, the hospital radio service providing a 24/7 dedicated radio service for the patients and staff of Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust.

Our mission is to aid patients in their recovery while in hospital by giving them a friendly voice and an opportunity to listen to music during their time in our hospitals. We are also there to promote the Trust and its successes, as we as inform and educate on health-related issues. Our studio is in the café area at Wrightington Hospital, and we are always delighted to have visitors pop in. If you are in the area and there is a presenter there, then why not call in and see us and what we do.

If you are a patient at Royal Albert Edward Infirmary, then you can listen to us via the Hospedia units at the bedsides. Listening to us is completely free. We are also on the internet and to listen that way, please just go to our website at https://wwlradio.co.uk/ and click on the button at the top right of the home page.



You can also find us on Smart Speakers.

Besides playing music and health education and information pieces, we also regularly interview staff from the Trust to promote their work and their areas of specialism while educating listeners about these areas and how Trusts work. Whether you are a consultant, office staff, nurse, volunteer, or in any other role with the Trust and would like to take the opportunity to talk about your area of work, then please do contact us. Perhaps an event needs publicity, we can do that for you.

We have a small, but dedicated team of presenters, but we are always looking for new volunteers and we do not need people with experience in radio. We will provide the training and there is no reason why you cannot volunteer Besides playing music and health education and information pieces, we also regularly interview staff from the Trust to promote their work and from more than one area of the Trust. All we need is commitment to give at least one hour a week of your time, at a time that suits you.

We do have one favour to ask of Ward Volunteers, and we recognise that you have an enormous and very busy job, but it would be really helpful if you could draw patients' attention to WWL Radio and how they can listen to us. For more information, please view the website at https://wwlradio.co.uk/ or contact us via email at wrightingtonhospitalradio@hotmail.com.

Three Wishes' Twilight Walk



charity is organising a Twilight Walk for the Bereavement Suite Appeal Wednesday 15th October 6 – 7:30pm at Mesnes Park, Wigan. This special event will take place on the final day of Baby Loss Awareness Week.

Our Three Wishes'

The current event schedule is as follows:

6:00pm – Arrival, registration/check-in, and collection of candles or lanterns
6:15pm – Welcome speech from hospital representative and family ambassador
6:30pm – Walk begins (gentle route through the park):

- Start at the bandstand (lanterns distributed)
- Inner loop: around the pond, rose garden, and statue
- Outer loop: via the waterfall, playground, and around the park's outer edge
- Return to the bandstand/Pavilion

7:00pm – Wave of Light reflection and moment of silence

7:15pm – Refreshments and thank-yous 8:00pm – Event close and pack-up

We would really appreciate any support on the day with guiding attendees, setting up, and packing away. Any help would mean a lot!

If you're able to help, please sign up using the form here: Twilight Walk Volunteer Sign Up or you may contact our Charity Manager, Emily Mundon on 03007078715 or at Emily.Mundon@wwl.nhs.uk.

Christmas Appreciation and Awards' Event





We will be holding our second annual Christmas Volunteers' Appreciation and Long Service Awards' event on Wednesday 26th November to celebrate and recognise all your hard work and valuable service to our Trust.

We have just sent out all your invites, so please keep an eye out for yours in the post!

Volunteering Opportunities





Thank you very much all again for everything you do. It is hugely appreciated and we are very much looking forward to celebrating with you at our Volunteers' Appreciation and Awards' Event in November!

Best wishes, Nadia

Next Newsletter out in December 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 / 01942 822 509