

Volunteer Services Pennine Team

Welcome to the Summer 2019 Volunteer Services update for Oldham, North and Bury & Rochdale Care Organisations.

This year the Volunteer Service has:

- Undertaken a huge data cleanse of the volunteer database.
- Updated car parking database issues – in collaboration with Creative Car Parking team.
- Developed new/expanded volunteer opportunities
- Thank you buffet appreciation event for each Care Organisation.
- Engaged with volunteers and external links for Twiddlemuffs. Received 2 bin liners full of both Twiddlemuffs and twiddle blankets – thanks to 'The BIG Knit' and other individual volunteers.
- Assisted with the new Patient Clothes bank on the Discharge Lounge at North Manchester Care Organisation.
- Volunteer involvement in Dementia Action Week 20 – 26 May 2019.
- Played host to Volunteer from the Princes Trust.

What else is happening in 2019/2020?

- Work is underway to obtaining a new volunteer system which will be in alignment with SRFT Volunteer Service.
- Pennine and Salford Volunteers becoming one team across all the sites.
- Will start a 'Volunteer star of the month' – voted for by the staff they work with.
- Volunteer week - 1st to 7th June. Appreciation buffets and 'back to the floor' events by exec teams took place on all sites.

Volunteer Week – New Star of the month award

Well done to volunteers, Allan Stearns, who received the accolade from Penny Martin, Divisional Managing Director of the Women and Children's Division. Allan is one of the Royal Rover volunteer drivers at Royal Oldham who kindly transport patients all around the hospital site on a daily basis.

Stephanie Gibson Managing Director for North Manchester Care Organisation presented Deborah Bodner who kindly supports the Crumpsall Vale Unit, North Manchester site.



Congratulations to the first Bury and Rochdale Volunteers of the Month, awarded at a special celebration event for our volunteers on Tuesday of Volunteers Week. Mary Bowler who volunteers on main reception at Fairfield Hospital, Bury and Tina Sheridan who volunteers on the Oasis Unit at Rochdale Infirmary.



Number of Volunteers in each Care Organisation

The Royal Oldham	148
North Manchester	166
Fairfield	98
Rochdale	47
Community (Bury & Rochdale)	9

New Opportunities

- Patient Experience Volunteers – patient stories, Observe & Act surveys, NCA membership champions. Notice board updates.
- Meet & Greet volunteers – to show and direct patients and visitors to various wards and departments and arrange wheelchairs.
- Ward support volunteers – dinning companions, reading companions, dementia companions and ward support.

Copies of this newsletter are also available from the main hospital receptions.

