

# *The Volunteer Newsletter*

Welcome to the Autumn 2019 edition of the Volunteer Services Newsletter for Oldham, North Manchester and Bury & Rochdale Care Organisations. This newsletter is to keep you up to date regarding the service and news we have to share with you!

## **Save the date for Festive Gatherings**

This year we are holding a 'Festive Event' on each site to celebrate Christmas. Invites will be sent out in due course by email (please check your junk email also).

**Royal Oldham** – Monday 2<sup>nd</sup> December, Room F16 Education Centre 12 – 2pm

**North Manchester** – Friday 13<sup>th</sup> December, Coffee Room, Post Grad Centre 12 – 2pm

**Bury & Rochdale** – Friday 20<sup>th</sup> December, Broad Oak Suite, Fairfield General Hospital 12 – 2pm

## **Award's O'clock**

Thank you to each and every one of you for donating your valuable time to volunteer for us and improving the experience of our patients. In order to recognise this, various award schemes have now been implemented as a way of saying thank you! Such awards include:

**Volunteer Star of June/July** – Allen Stearns, Royal Rover, ROH; Tina Sheridan, Oasis Unit, RI, Mary Bowler, reception FGH and Deborah Bodner, Crumpsall Vale, NMGH.

**Volunteer Stars for Aug/Sep** - Sharon Andrew, Children's Unit, NMGH, Walter Duchak, Reception, FGH, Peter Ward, Tudor Court, Heywood and Alan Hughes, Theatres, ROH.

**Northern Care Alliance (NCA) awards** – several volunteers have also been nominated in various categories by staff. Nominated volunteers have been invited to attend the Sheridan Suite, Manchester on Friday 29<sup>th</sup> November for a glam and glitzy Award Ceremony. Nominated volunteers are: Iris Goldstone, Children's Unit, NMGH, Alan Hughes, Theatres, ROH, Royal Rover Team, ROH and June Austin, radiology, FGH.

Well done everybody .. Keep up the excellent work!

### **Jewish Community at North Manchester**

Mark Bamberger has been a volunteer for the Jewish Community for 10 years. He wanted to give the hospital some contact within the Jewish community for patients who felt they needed assistance with issues, such as kosher food, language barriers or if someone has passed away. Mark lives locally and can usually be on site pretty quickly. The Community also receives a sense of security from knowing there is someone to contact should they need to attend hospital (inpatient or outpatient) or if they just require advice or support.

If you think you or others may benefit from the service, Mark is happy for you to contact him on:

Hatzola Manchester - Tel: 0161 7980222/Mobile: 07779 590675

Email: [info@hatzolah.co.uk](mailto:info@hatzolah.co.uk) Web: [www.hatzolamanchester.org](http://www.hatzolamanchester.org)

### **Thank you to ..**

**The Royal Rover Team at Oldham hospital** who were involved in the recent vascular study day on Saturday 5<sup>th</sup> October. They ferried staff and patients alike around the hospital grounds between 10 – 2 pm for this event. Thanks to Colin & Denise Turner, David Beard, Bill Read and Philip Hibbert for giving up your Saturday!

**Michael Goldstone** who works as one of your volunteers in A&E at NMGH. I work as part of the Navigator/Discharge to assess team in A&E and today we had a very difficult situation with an elderly gentleman who was declining all our support and would not except transport home. Michael very kindly supported us with this patient and went over and above to ensure that he left the hospital safely. He showed great empathy with this gentleman. And we were very grateful for his help; this was definitely an example of good practice.

### **RIP**

It is with sadness that we report that George Sutcliffe, a recently retired volunteer from Rochdale, sadly passed away in August 2019. Annette Martens, Roch Valley Radio at Fairfield General Hospital also sadly passed away in June 2019. Thoughts are with both families.

### Reception Desk Ode

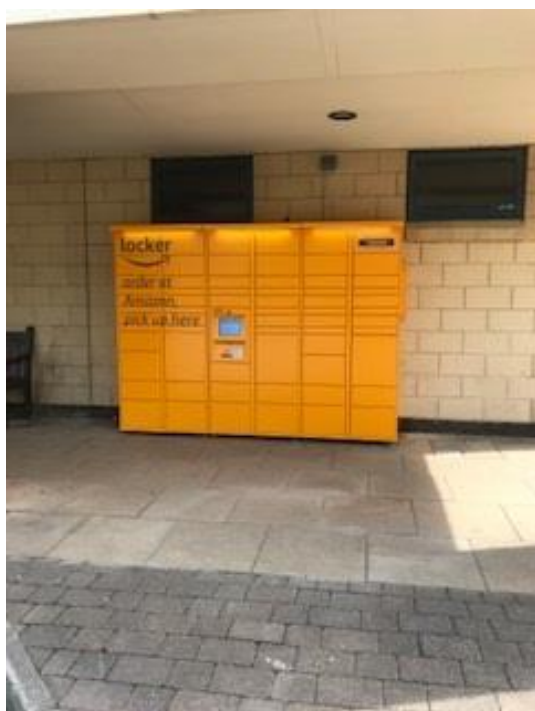
On Wednesday morn at the crack of dawn  
I don my smart blue uniform  
A blouse, a cravat, I fuss and fret  
Do I look like a hostess on EasyJet?  
The sliding doors are open wide  
And freezing to death side by side  
Sit my two colleagues and little me  
Welcoming patients and their families  
We direct them here, we direct them there  
We beg and we borrow to find a wheelchair  
We send them up, we send them down  
We try to be helpful and never frown  
We apologise for the state of the loos  
And try to keep smiling despite some abuse  
All human life comes through those doors  
And it's ten to one they're on the wrong floor  
Did you say neurology or urology?  
It's important to sort his one out  
They're in different parts of the hospital  
So the wrong end will cause you to shout

Language problems can cause confusion  
Is it for piles or a blood transfusion?  
"Do I give you this sample?" .. I've got no info.  
No thanks and what's in it I'd rather not know!  
They've lost their letters and stand and queue  
Please help I don't know what to do  
Where's A&E, where's ECG?  
Is X-ray still this way?  
Can you call me a taxi or tell me which bus?  
No wonder my hair's gone quite grey  
My wife needs a wheelchair she's feeling quite faint  
And who do I speak to I've got a complaint?  
You've started in labour your baby is near?  
I'll call you a porter, please don't have it here!  
I love this rota although I joke  
But by the end of the morning my voice is a croak  
So when 12 o'clock strikes, I'm off like a shot  
Its goodbye dear patients – that's your lot!

**Written by Mandy Glancy, reception volunteer at  
NMGH**

### **Amazon Lockers**

Amazon lockers have been placed outside A&E at FGH to be used by staff, patients and volunteers. Amazon will collect and drop off parcels left in these lockers. For more information visit Amazon's website.



### **Volunteer Team walkabouts**

We have now introduced ward/dept. walkabouts once a week/month to all wards/dept. on all sites to chat with the ward staff and volunteers. This is now carried out in order to develop relationships between the services and also to see if the volunteers/staff have any issues we can assist with.

### **Winter Pressures ...**

Voluntary Services have been asked if they can offer additional support to the Care Organisations during the winter pressure months (October to March). This could involve doing additional shifts (if required) in the areas you currently volunteer or in other volunteering areas where a need has been identified. Details will be sent out in due course on new/existing roles. These emails are sent via the Kinetic database, which have a tendency to be directed to junk (as it's classed as 'sales' with it being a database). Therefore please check your junk and allow access, so that you will receive any future emails from us direct to your inbox.

If you would like to send us any articles for the next edition of this newsletter, please email to [volunteer.opportunities@pat.nhs.uk](mailto:volunteer.opportunities@pat.nhs.uk).