



Volunteers Voice

Issue 1
June 2018

UNIVERSITY HOSPITALS PLYMOUTH NHS TRUST



experience. Your roles are extremely varied, from helping on wards, in clinics, as Guides, conducting surveys or with one of the many other groups to be found throughout the hospital, but wherever you are based, I would just like to take this opportunity to thank you very much for the help you give – it is greatly appreciated by everyone.

Welcome to the first University Hospitals Plymouth NHS Trust (UHPNT) Volunteer Newsletter! I'm Elizabeth Pollard, Volunteer Coordinator and if you haven't met me already, my office, Voluntary Services, is on Level 5, near Lynher Ward.

We are very fortunate here at Derriford Hospital to benefit from around 550 volunteers who offer their time and talents on a regular basis to help improve our patients'

In this newsletter, which I hope you'll enjoy, you can find out more about some of the new roles for volunteers – do tell your friends and family about them – as well as learn about what's going on in the hospital.

As the publication of a volunteer newsletter is a new venture, if there are any topics you would like to see in future editions, please do let us know.

HAPPY VOLUNTEERS WEEK!



It's National Volunteers Week and we would like to say a very big thank you for all the hours you contribute at University Hospitals Plymouth NHS Trust. As Volunteers you really do have such an impact here in the hospital, from being a smiley welcome on our wards, directing lost patients, making a much needed cup of tea or providing a listening ear.

Thank you for being ready and willing to help with whatever is needed. You all truly make a difference for our patients.



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Freedom to Speak Up Guardians



The UHPNT Freedom to Speak Up Guardians have now been in post for over a year, providing support and guidance for members of staff and supporting the cultural development of the Trust. In Plymouth we have a diverse team of Guardians who work one day a week as Guardian and the rest of the week in other roles in the organisation. Across England, all organisations that provide NHS services

(even if they are not NHS organisations) are now required to have at least one Guardian. Lou Shalders is a Service Improvement Lead, Charlotte Burgoyne is a Radiographer and Jamie Read is a Registrar in Elderly Care Medicine. We are the only organisation in England with a junior doctor as a Guardian.

Across England, all organisations that provide NHS services (even if they are not NHS organisations) are now required to have at least one Guardian. This requirement has developed as a result of the Francis report into the significant issues at Mid-Staffs NHS Trust and the poor quality of care that patients received as a result. One of the key findings of the report was that staff did not feel able to raise their concerns, and if they did, they did not feel listened to or were even disadvantaged as a result.

Therefore the role of the Guardians has several aims:

- To ensure that staff feel able to raise concerns, free from fear of disadvantage
- To provide guidance to staff about different ways that concerns can be raised

- To hold the Trust and the executive team to account for the way in which they respond to concerns
- To support development of a positive culture within the Trust that supports raising concerns

The Guardians therefore occupy an interesting role within the Trust, in that we work for, but are external to the Trust.

As you can imagine, the role is varied. One minute we might be speaking to individuals about their concerns, before meeting with the executive team or visiting areas of the Trust where we want to promote our visibility.

We are for all members of staff within the organisation and are very happy to be contacted by volunteers who may have concerns they wish to raise.

INFORMATION

You can contact us via a confidential email address:

plh-tr.f2sguardian@nhs.net and we aim to respond within 24 hours.



Our buggy service was brought in whilst the road works were taking place at the front of the hospital. Recognising the need for visitors to have transport, mostly from the disabled parking area to the main entrance – the hospital made a bid to the Charitable Funds Committee who approved money to be used for a

Volunteers Leading the Way

new and improved mobility centre and Derriford's very own buggy.

In April 2018 we changed this service to volunteer led, thanks to our new Buggy Drivers; Alan C, Alan S, Debbie, George, Martin and Zak and we are now on the lookout for more drivers.

To volunteer as a driver you will need to be 25 or over, have a valid UK driving licence and be medically fit. You will be part of this brand new team and your

commitment could be as little as two hours per week.

INFORMATION

For further information about becoming a Buggy Driver or helping in the Mobility Centre, please contact:

Elizabeth Pollard
Volunteer Coordinator
plh-tr.volunteerenquiry@nhs.net
Tel: 01752 792646



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CARE QUALITY COMMISSION VISIT



During the week of 14 May, UHPNT had a very important visit from the CQC. Their role is to inspect and regulate health services to make sure we meet the fundamentals of care. We welcomed this inspection and saw it as a real opportunity for us all to come together to talk about and celebrate what we do well here.

Thank you to those of you who had the opportunity to meet and talk to the inspectors, we hope you found this a rewarding and useful exercise. Their report will be available in September and we will include a summary in the next issue of the Volunteer Voice.

VOLUNTEERS VOICE COMMENT CARDS

Plymouth Hospitals NHS Trust

'Volunteers Voice' comment card:

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If you have any comments or suggestions, or would like to raise a concern we have comment cards available for you to complete. These can be found on the wall outside the Volunteer Co-ordinator office near Lyd Ward on Level 5. You can also email: plh-tr.volunteerenquiry@nhs.net

DID YOU KNOW ...

Since its formation in 1981 the League of Friends has donated over £2m to the hospital.

WOW – thank you so much 😊

Volunteer of the Year Awards



We are delighted to announce the launch of our Annual Volunteer of the Year Awards, which opened Friday 1 June 2018.

These awards are open to anyone who would like to nominate their volunteer of the year. Nominations can be made through the Trust's web page:

<https://www.plymouthhospitals.nhs.uk/volunteering>

The WINNER will be announced by the Lord Mayor at the Annual Volunteering Thank You Lunch which this year is taking place on Friday 20 July 2018 at 12.00pm in the Boardroom of Derriford Centre for Health and Wellbeing (DCHW).

DATES FOR YOUR DIARY

Volunteers Annual Thank you Lunch:
Friday 20 July 2018
12.00 in the Boardroom of Derriford Centre for Health and Wellbeing (DCHW).

Volunteer Update Session:
Monday 15 October 2018
10.30am-1pm in Seminar Room 4 of the Postgraduate Medical Centre – invite to follow

PLACE ASSESSMENTS

Patient-Led Assessments of the Care Environment (PLACE) Assessments

Every year the Trust undertakes PLACE assessments, which monitor the quality of the hospital environment and puts patient views at the centre of the assessment process. The information gained directly from our patient assessors helps to see how well the hospital is performing under the following areas; privacy and dignity, cleanliness, food, general building maintenance and environmental support for patients with disability and dementia.

Our assessments were undertaken in May 2018 by a team of volunteers from HealthWatch, our Patient Council and Patient Service Users and we would like to say a HUGE thank you to them for giving up their time to help us. We will share with you an update on our report once it has been published.

Many thanks

Sarah Widnell
Non Clinical Patient Experience and Retail Manager

Get in touch

If you'd like to feature in a future edition of Volunteers Voice please get in touch via:

Email: plh-tr.volunteerenquiry@nhs.net
Tel: 01752 792646



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