

Volunteering *Opportunities* and Hospital Information

Princess Royal University Hospital • Orpington Treatment Centre • Beckenham Beacon



2008/09

free

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A word of thanks

Let me take this opportunity to say thank you to all our volunteers.

At Bromley Hospitals NHS Trust, we value the wonderful contribution that all our volunteers provide to this organisation. Our volunteers are truly committed to the job in hand and add so much to hospital life, whether it be in the wards, on reception desks or helping out with general day to day hospital duties. Our volunteers work incredibly hard and very much enhance our patients' experience of their time in hospital which is of course, so important.

I would also like to say 'thank you and good luck' to our Voluntary Services Manager, Sally Luckman, who is retiring to 'sunnier climes' after 14 years with the Trust. Sally has done a marvellous job and we wish her well for the future.

Claire O'Brien
Deputy Nurse Director



If after reading this magazine, you would like to become a volunteer or indeed find out what volunteering with Bromley Hospitals NHS Trust can offer you, please do not hesitate to contact our Voluntary Services manager, on:

01689 865937

Farewell...

Dear friends,

The time to say goodbye to all the volunteers and the Trust is nearly here. My 14 years in post as Voluntary Services Manager has been very happy and a great privilege.

I know that Bromley Hospitals NHS Trust are going to replace me when I leave at the end of August, and that the continuity and support of the volunteer service will carry on for our 160 Trust volunteers who have made such a difference to our services across our hospitals.

It's not often that anyone has the chance to meet so many good hearted people from their local community, who want to put something back into society, and have the genuine enthusiasm to do so. I have watched over those people who, over the years, have become trusted friends and colleagues. They have helped their respective departments in so many positive and kind ways, and shown reliability and support. Some have spanned many years in one department, and are now as much a part of their team as paid members of staff.

All these wonderful people will stay with me in my thoughts. I know that I will miss them dreadfully, and reflect on so many happy times throughout my career. But time passes and we all retire and find new chapters and new experiences, and mine will be in France with 3 acres and lots of animals and gardening!

May I take this opportunity to say a sincere "thank you" to all our volunteers who have come to help us within the Trust, and I know on behalf of Bromley Hospitals NHS Trust how extremely grateful the Trust executive team are,

for the precious time and support they have given over the years I have been in my role.

With thanks to you all and sincere good wishes for your future volunteering.

Sally Luckman
Voluntary Services Manager
Bromley Hospitals NHS Trust



PALS

Patient advice & liaison service

As a patient, relative or carer sometimes you may need to turn to someone for prompt help, advice and support. This is where the Patient Advice and Liaison Service comes in.

We provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

The service aims to:

- advise and support patients, their families and carers
- provide information on NHS services
- listen to your concerns, suggestions or queries
- help sort out problems quickly on your behalf.

We handle patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions.

If necessary, we can also refer patients and families to specific local or national-based support agencies.

The PALS service is free and confidential.

Contact us:

Tel: 01689 863252

If we are not available immediately, please leave a message and we will return your call as soon as possible.

**Bromley Hospitals NHS Trust
Main Reception Area
Princess Royal University Hospital
Farnborough
BR6 8ND**



Hospital Chaplaincy Team

Here to help you

The Hospital Chaplaincy could not achieve what it does without the dedication of the chaplaincy volunteers. Our team consists of a whole-time chaplain manager, part-time chaplains and chaplaincy volunteers, both lay and ordained. We attempt to meet the guidelines on Spiritual Care. These anticipate a mixture of care from the chaplain(s) on the staff, the visiting ministers from the community, and the trained volunteers assisting with pastoral care, on the sites or back in the community. Our team attend to the well-being of the patient, their relatives and the staff by focusing on the spiritual, religious and emotional aspects of their experiences on the hospital sites.

Some patients are very ill, some are alone and others are missing their normal spiritual disciplines. Volunteers help to meet their needs by sitting with them, hearing their personal 'story', saying prayers, reading from the scriptures and taking up requests for support. Following the visits the Chaplain, his colleagues, or the patient's 'home' minister may visit to pray, administer the sacraments or religious rites and to offer encouragement. We attempt to respond to the patients' requests and to their changing needs. Our volunteers receive training and we review our work together.



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Hospital Chaplaincy Team

Here to help you Continued...

There is a long tradition of caring for the sick by visiting them. Volunteers visit on the wards: they introduce themselves, engage in friendly conversation and, above all, listen to the patient and sense how they feel. If the patient does not want to see anyone, this is respected. As we all know, visits are often beneficial, but they may be tiring and we face difficult thoughts and feelings in a time of ill-health. We hope that our team will treat the space around the bed as the patient's own, as one would when visiting someone at home, and put the person before them 'in the centre'.

Particular volunteers help with worship in the chapels, meetings and administration. Tasks such as decorating the chapels and welcoming people, who attend worship and training events, are examples of their work. Our gratitude goes to all the volunteers, working on the different sites, for their time and effort.

Tim Mercer, Trust Chaplain

Will you volunteer?

If you would like to become a Chaplaincy Volunteer please contact Rev Tim Mercer, The Trust Chaplain on

01689 863912

or our Voluntary Services Manager

01689 865937



Friends of the Princess Royal University Hospital

The Friends of the Hospital were formed in 1950 with the specific aim of improving the everyday life of patients and staff. At first, the Friends provided curtains for wards, furniture for the dayrooms and also television sets.

In 2003, a new hospital was built on the site of the old Farnborough Hospital and is now the Princess Royal University Hospital. It was officially opened by H.R.H. the Princess Royal. The Friends of the Hospital changed their name accordingly and later incorporated the Friends of Bromley Hospital.

Medical science changes all the time, and the Friends have been able to supply extra equipment that enables the hospital to provide additional and more advanced treatment to patients. As well as the more expensive items, we are able to provide extras at Christmas and comforts for younger patients who are asked to part with their blood. This not only makes life better for patients but also eases the burden on the staff.

Although the fabric and much of the equipment is new, there will still be many items that fall outside the normal NHS budget. To pay for all this the Friends need and welcome the support and the many donations, large or small, given by patients, relatives, other supporters, annual subscriptions and legacies. Even so, despite these generous donations, the Friends find that the money available still cannot always keep pace with the requests made to them.

George Roth
Chairman



The Friends of Orpington Hospital

Supported by a substantial membership which continues to demonstrate loyalty to Orpington Hospital, the Friends continue to be very active led by enthusiastic Trustees. With the changed emphasis to outpatient and short-stay care – recruitment of new members is proving more difficult.

We raise our charity funds by bequests and other donations but mainly from serving patients, staff and visitors in our three facilities- a Refreshment Bar, Shop & Trolley service and our 'Link' Stroke Club. These services are dependent on the dedication and loyalty of our 100 or so volunteers who unselfishly give their time and support. The volunteers, led by the tea bar staff, in their own time, donating plants and materials and with some small funding from the Trustees, have resurrected and created a lovely colourful garden adjacent to the Tea Bar and Shop. It is well used, much admired and commented upon by everyone.

In 20 years the Friends have donated approximately £1 million to the hospital. The new hydrotherapy pool was a major project for us and was opened in late 2003 at a cost of £650,000 of which the Friends provided £350,000. The remainder was contributed by the NHS Trust.



Our purpose is to donate funds thus:-

- For specialised and desirable equipment requested by medical staff – for improved care to their patients and perhaps to make their medical task more efficient (high-tech equipment is expensive but good value when well chosen).
- We respond to requests from nursing staff for items used in patient care and also to improve the working environment for busy nurses.
- And to provide facilities which will improve comfort for patients - including outpatients and visitors.

We Need You!

We need more volunteers/helpers for just 3 hours per fortnight...

Why not volunteer to join the Friends committee?

If you would like to become a member of the Friends of Orpington Hospital for a minimum subscription of £1 please contact:

Wendy Osburn on **(01689) 859 977**

Are you interested to join us as a volunteer /helper? Please contact:

Hazel Durham, our Tea Bar Manager on: **(01689) 877 479**

Denise Bennett, our Shop & Trolley Manager on: **(01689) 810 524**

Barbara Zissell, our Stroke Club Chairman on: **(01689) 855 716**

Summer tea party 2008

Every year the Trust holds an annual volunteer tea party for all the hard work and dedication provided by volunteers throughout the year which is held during National Volunteers Week in order to reward and recognise all of the hard work put in over the year by our dedicated team.

Our summer party for 2008 was welcomed by all and as you can see by the pictures a wonderful time was had. The party took place with an abundance of delicious food and drinks and we were all entertained by a marvellous group who played nostalgic music from across the eras which all put towards a lot of fun and laughter for everyone.

Our summer party is always a resounding success and something that all our volunteers look forward to.





WRVS Volunteers

WRVS volunteers come from all walks of life and span across a wide age range. Read on for a small insight into what being a WRVS volunteer is all about.

Following retirement as a manager at a large retail outlet Tony is putting his retail experience to good use and giving something back to the community as a volunteer in his local WRVS hospital shop.



"You can make lots of new friends doing this kind of work," he says. "And I really like the idea of all the experience I gained while working, being of benefit to people now that I'm retired."

Mala is a sixth former whose ambition is to be a pharmacist. Meanwhile she enjoys giving some of her spare time working on a WRVS trolley, selling snacks, drinks, newspapers and toiletries to patients and staff around the wards in her local hospital. "It can be a lot of fun," she says, "and it makes a welcome break from studying or sitting in front of a computer all day. Everyone always seems so pleased to see me."

Over the years, Joyce and Michael have, through WRVS, delivered thousands of Meals on Wheels and provided food for people

affected by disasters. They are now voluntary emergency services team leaders and armed with tables, boilers, urns, cups and torches, they bring vital support to any incident, any time, day or night.

"It's so rewarding "says Joyce, "especially when you've been able to help someone in distress." "Plus we enjoy working together," adds Michael, "and I'm sure that it helps us to stay young and active!"

Now 16, Suzy found out about WRVS from her uncle who volunteers in a retail shop. She began helping out as part of her Duke of Edinburgh's Award Scheme.

"If you'd told me I'd enjoy spending my time in a hospital chatting to visitors, staff and patients I wouldn't have believed it, but I really like it. When I finish a shift I have plenty to text my friends about. Putting smiles on people's faces makes me happy."

WRVS hospital opening hours:

Monday to Friday	8am to 8pm
Saturday	9am to 4pm
Sunday	10am to 4pm
Bank Holidays	10am to 4pm

To find out more about WRVS call: **0845 601 4670** (calls charged at local rate) or visit our web site: www.wrvs.org.uk



Personal profiles

meeting the people who volunteer



Paul & Pat Morris

Paul and Pat are husband and wife and have been volunteering for 5 years now. Pat volunteers in the maternity ward and Paul works at the main reception.

They became interested in volunteering when they saw an advert in their local paper. Paul says "It's strange really, because I never read the job section but on this particular occasion I did and an advert for volunteering caught my eye, I applied and now five years on I am still volunteering."

When asked if they miss each other working on different wards they both chuckled and said "we deliberately chose to be apart from each other!" Joking aside, Paul and Pat get great satisfaction from volunteering and feel their time is being put to good use and find it very rewarding when people give their thanks.



Anthea Tong

Anthea, otherwise known as the chaperone works once a week within the ultrasound department at the Beckenham Hospital. Here her duties involve looking after the patients and helping them feel at ease.

Anthea started volunteering nine years ago when she saw an advert in her local paper. When asked what motivates her, Anthea replies "I like to help people and I enjoy meeting lots of new faces."

Prior to volunteering Anthea was a biology teacher.



Ida Mullinger

Before becoming a volunteer, Ida worked for Bexley Council and had also done some voluntary work for a local Hospice. She now volunteers on the reception desk on Friday afternoons.

Her duties include giving directions and taking patients to the correct departments. Ida says "It's a big hospital and people tend to get lost."

Ida enjoys volunteering and likes the feeling of knowing that she is helping others. She enjoys meeting new people and loves the great atmosphere at the hospital.