

Macmillan CL Volunteer News

ISSUE JULY 2016

USEFUL NUMBERS

Ward
01202 705291

Anita
01202 705353

Family Support
01202 705499

Palliative Care
Sisters
01202 705470

Day Centre
01202 705342

Neal Williams
Macmillan
Caring Locally
01202 477628

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Christmas party 16 December 2016

I really tried, honest, but The Grove Hotel could not accommodate you all for the Christmas party this year and two sittings was not considered as being in the spirit of Christmas. It is, after all, the only time you can all meet each other and feel as part of the team. And a great time is always had by all!

We have therefore selected your other choice, Bentley's at Dudsbury Golf Club which we hope you will all enjoy. Parking is good and car sharing will be arranged nearer Christmas for those of you who find travelling difficult. It will be great to meet all our new volunteers.

The menu will be issued with the invitation in October but save the date as a great time will be had by all!

Traditionally we get together the last Friday before Christmas but we have taken on board the feedback from the survey that this is a busy time for many of you and we are therefore holding it a week earlier this year on 16 December 2016.

I will be looking for a volunteer to make a speech on behalf of all volunteers. Lawrie was a star last year! Who else would like to do it? Xx Anita



Holiday dates for August/September asap please!

Car Boot sales

Do you enjoy going to car boot sales?
Would you consider having a stall at your local car boot on behalf of the charity?
All stock, training and tables provided.
Speak to
Dave Wolstenholme for more information
01202 972924

EXPENSES

Don't forget the charity year end is August 2016.

PLEASE submit your expenses incurred to 31 August to Anita or Lawrie by end of September please.

Thank you.

Database

We are just trying out a new database to hold the details of our volunteers.
Jorge is a student from Bournemouth University and he has kindly created a database for us and other agencies in Bournemouth to use completely free of charge! Thank you!



Coloured medical aprons

- Green—food
- Yellow—infection control
- Blue—nursing care

Request from the ward

Just as a periodic reminder, especially for our newer volunteers, please observe any infection control procedures in place in the side rooms. Wear yellow aprons and gloves. Gown up outside the room and remove PPE inside the room, washing your hands before you leave. Also ensure you do not take anything into the room other than the patient's food or drink. If, for example, you left the

Marmite pot in the side room then the whole jar would need to be thrown away.

All flowers should now be done in the sluice, not in the individual bays as previously requested.

Please observe all lights on above the side rooms. The lights on usually mean care is going on but they are also left on if the patient has died.

Finally please observe confidentiality of the patient and their medical condition, even between each other. You will be surprised who can overhear therefore conversations about a patient should only occur between you and a nurse on the ward.

Other advice will follow once I have spoken with the infection control nurse. That's it!

Thank you for reading.

No need to water the orchids anymore thank you. They only need a drop once a month so Jane will see to it!

Tickets to Daniel O'Donnell



The Charity have had two tickets donated as a fundraiser for the Daniel O'Donnell concert at the BIC on 17 September 2016.
The tickets are for a wheelchair position

upstairs (Value £47.50) plus carer (£0.00) but I understand anyone can attend.
Sealed bids for the tickets are invited from any family or friend of the unit. Please leave in my office with

"Daniel O'Donnell" on the front by 31 August 2016 please.
The envelopes will be opened by the charity after that date and the winner notified.

Progress report

Chris S, who recently had a quadruple heart by pass looks amazing and is progressing well.

Tony N has just had a hip replacement but is doing well.

Lesley S and Lesley F are both back at their shifts following a short absence.

Dhiane is much better but is not ready to return just yet.

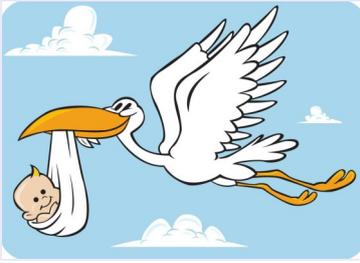
Congratulations to

Deputy Sister Louise Barton for the safe delivery of baby George weighing in at 8lb 10oz on 6 July 2016.

To HCA Hannah for the safe delivery of baby Freddy weighing in at 9lb 14oz (ouch) on 5 July 2016

To SN Sally for the safe

delivery of baby Jack on



1 July 2016. (No weight).

Volunteer Rebecca Havard for safe delivery of baby Sreen 16th or 17th July. No further details.

The safe delivery of a new born baby is always good news. We hope you are all getting some sleep and look forward to seeing you back at work in the future.

Completion of expenses

Thank you Lawrie for creating an excel spreadsheet, which makes completing these expenses so much easier! This now calculates everything for you!

Thank you to everyone who has been completing their travelling expenses fully as per the example right. With over 140 volunteers this saves Neal so much time and your cooperation is very much appreciated.

In order to encourage compliance with this request I will be returning future expenses which have not been fully completed, with a copy of this example.

Naturally if you need help in completing your form then just ask Lawrie or myself.

REMEMBER please that the charity year end is 31 August. Any expenses that are not within the correct financial year will also be returned with a request to separate them into the correct financial year. Last year we only had a few that drifted from August into September. This year I aim to support Neal by only submitting accurate claims.

MACMILLAN UNIT TRAVELLING EXPENSES

Macmillan Caring locally

NAME: John Smith ADDRESS: 25 The Terrace CAR REG. NO: HJ15 12Y Month of November 2015

DATE	REASON FOR JOURNEY	OPENING MILEAGE	CLOSING MILEAGE	MILES CLAIMED RETURN JOURNEY	RATE	AMOUNT CLAIMED	PUBLIC TRANSPORT FARES
01/11/15	Transport M Fisher from home to DC and return	25185	25199	14	0.45	£6.30	
05/11/15	Transport J Jones from home to DC and return	26026	26036	10	0.45	£4.50	
09/11/15	Transport F Beard from MCL to SBCH for chest x-ray	26045	26054	9	0.45	£4.05	
14/11/15	Public transport from home to Christchurch hospital						£4.65
Total				33		£14.85	£4.65
APPROVED DATE:		CHEQUE NO:		TOTAL: £29.50			

I confirm that these expenses are solely for Charity business. Signed *J Smith* Date: 30/11/2015

PLEASE ENSURE YOUR EXPENSES ARE SUBMITTED REGULARLY AND FOR THE CORRECT FINANCIAL YEAR 1 SEPTEMBER TO 31 AUGUST

This document was sent to the printer

Huge thank you!

Free courses from Future Learn



I know some of you enjoy having access to free courses to either support your role on the unit or even for personal interest.

Future Learn offer free online courses from top universities and specialist organisations.

Emma Carrott and I have just completed one course about supporting people talking about cancer.

It was definitely a course designed for people which little or no knowledge so I don't want you to think that these are difficult to do. It is only reading and watching videos but it was a well-structured course.

You can choose from many different subjects such as English, Management, Marketing, Digital world, Film Making, History, English Media, Nursing, and much more.

I have signed up to 3 of them for my CPD; Radical Spirituality. (How the Quakers have changed religion in Britain); Supporting People with Life Limiting Conditions; Academic Integrity (Values, Skills, Action). I will let you know how I get on.

To sign up for one go to www.futurelearn.com
Best wishes—Anita

Goodbye and thank you....

We say goodbye to a number of our young students, who have supported the unit at evenings and weekends gaining valuable experience in a hospital environment which has helped them to decide on their chosen career path.

I am pleased to say that all but one is going to follow a career in medicine and all have got into their chosen university.

Another volunteer has defaulted! Our lovely Lyne Barnes has left us to go on the hospital bank admin pool as a member of staff in the palliative care sisters office!

Congratulations Lyne. We will miss you!

In addition to her amazing admin skills Lyne is an accomplished knitter and knits fabulous party penguins you occasionally see in the office which, incidentally, won first prize at the Verwood Horticultural society craft section!

Optional training modules

Would you like to attend?

Wheelchairs (AM)
supporting patients to walk (AM)
Communication skills (AM)
What is Cancer, Grief, Bereavement
(PM)

12 October 2016

Motor Neurone Disease (AM)

12 October 2016

Mandy Preece's

Listening (AM) 12/09/2016

Vigiling (AM) 10/10/2016

Patient Approach (AM) 14/11/2016

Mandatory training updates

Seminar room

Macmillan Unit

For

Dementia Awareness from 1.00pm CONFIRMED

Information Governance

Infection control

Manual Handling

Fire Safety

Safeguarding Adults

Sharps

The attendance list is now displayed on the wall for you to select attendance at one of the following update sessions.

Friday 21 October 2016 **1.00pm**

If you prefer to go to Bournemouth Hospital for your Mandatory update training the dates are:-
8 November 2016 9-11am

You do need to attend one a year to be covered by insurance!

Hospital Vision and Mission

Our vision, mission and values

Our vision

Our vision and aspiration is to be the most improved hospital in the UK by 2017.

Our mission

Providing the excellent care we would expect for our own families

Our mission was developed by our staff and this means:

- Putting patients at the heart of everything we do
- Working together to improve care
- Being responsive to patients' individual needs

Our values

The behaviours, culture and ethos which guides our work and interaction with both patients and colleagues is underpinned by the following core values, all of which have been shaped by our staff.



I thought our newer volunteers may be interested to see the Royal Bournemouth and Christchurch hospital NHS Trust Vision, Mission and Values backed up by their strategic objectives.

So why have these statements?

Mission, vision and values statements are important to define "who, what and why" we are here and how we all jointly, consciously, agree to work towards the end goal, which is to help the unit to provide the best patient care and support the hospital to achieve this.

Vision describes the long term goal.

Mission describes the reason we exist.

Values is how we all act together and what is important to us all.

Regardless of your role supporting the unit we are all working towards the same aim..

Strategic objectives

The key strategic objectives we have set are:

- 1** To continue to improve the quality of care we provide to our patients ensuring that it is safe, compassionate and effective, driving down reductions in the variations of care, ensuring that it is informed by and adheres to best practice and national guidelines. Our priorities includes the provision of harm-free care, reducing avoidable mortality ensuring patients are cared for in the correct setting and that our patient satisfaction levels are within the upper quartile or better for the NHS
- 2** To continue to drive improvements in patient experience, outcomes and care across the whole Trust. We will use our QI methodology to support this work
- 3** To support and develop our staff so that they are able to realise their potential and give of their best within a culture that encourages engagement, welcomes feedback, is open and transparent
- 4** To develop our services as the main emergency care hospital for Dorset and west Hampshire residents
- 5** To ensure patients have rapid access to all of our services focusing on the provision of timely diagnosis and treatment with waiting times exceeding national standards
- 6** To ensure our services remain financially sustainable, services are provided within budget and resources are used wisely, cutting waste and thus allowing the maximum funding to flow to front-line patient care.