

Macmillan CL Volunteer News

ISSUE JUNE 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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Feedback from Volunteers' week



Chrissie Ash received a "Hidden Hero" award after a charity read about her volunteering story in the Echo. An excited Chrissie has

chosen to stay at a beautiful hotel in London so she can see the sights!

the Houses of Parliament but have never had the opportunity to go". We all hope you will enjoy your well-earned break Chrissie.

We are so grateful to the Hidden Hero's Charity, Room to Reward, for recognising so many of our volunteers over the past 6 months.

My goodness what a lovely response we had during the Volunteers' Week celebrations.

Forty four members of staff, patients and visitors all expressed thanks for your contribution with a host of comments in thank you cards and post cards, all of which will be recorded for posterity.

"How lovely to see the thanks written down. It seems more sincere".

*Jenny G
Driver*

Chrissie said "I have always had a vision of standing on the embankment looking at

A "Book of Thanks" will be available to read in the future for those not on email. We hope you enjoy reading the feedback.

Anita

I am away 2-9 July - Anita (Portugal!)

Request from Consultant
Helen Whalley

All post for consultants should go to the admin team please to be opened and sorted (unless it is marked personal etc.) Just in case they get lost or someone is away and it is urgent. Thank you.

EXPENSES

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

PLEASE submit your expenses by 31 August and do not overlap into the next financial year.

Thank you.

Database

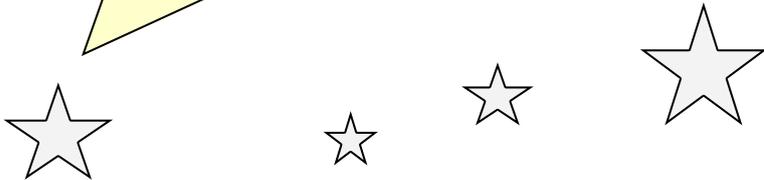
We are just trying out a new database to hold the details of our volunteers.

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!

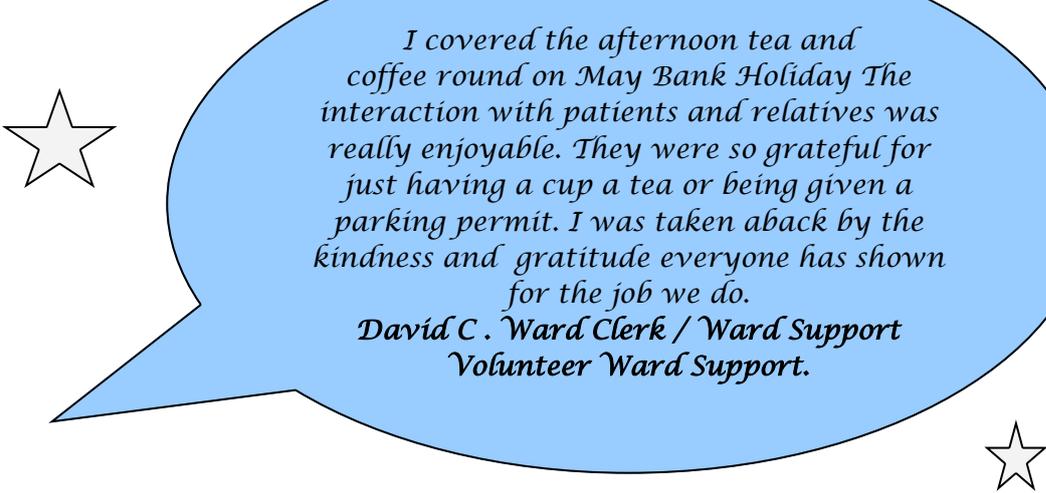
Some feedback captured from volunteers when they opened envelopes from well wishers during Volunteers' Week



You could tell it must have taken some patients a lot of effort to write their short message of thanks. I have seen a lot of change in my 10 years as a volunteer. Some big, some small. But I think the set up we have at the moment is the best it has ever been.
Lyn H. Day Centre



I covered the afternoon tea and coffee round on May Bank Holiday The interaction with patients and relatives was really enjoyable. They were so grateful for just having a cup a tea or being given a parking permit. I was taken aback by the kindness and gratitude everyone has shown for the job we do.
David C. Ward Clerk / Ward Support Volunteer Ward Support.



It's so lovely here. The atmosphere and support here is empowering. It motivates us to work together. You feel really appreciated
**Lucy W.
Day Centre Support**



Messages of thanks for all to share

Despite the messages of thanks being centred around the Macmillan Unit and Day centre, they are genuinely meant for all volunteers both on and off site, regardless of their role. Each and everyone one of you contributes to the well-being of our patients and families, much like the proverbial cog/wheel analogy.

Whether you are at The Grove, The Emporium, a Driver, a Fundraiser, Ambassador, Therapist, Gardener,

Refreshments. Administration, Artwork, Telephones or bringing in your lovely dog, like Eunice

I have never met such kindness. Nothing is too much trouble. A haven of peace and love in difficult times. Anon

does from Caring Canines, whatever your role, the message of thanks is also for you.

The cards are now available on the volunteers page of Macmillan Caring Locally web site and have been emailed to those of you on email.

If you have not yet read the replies please do visit the web page and read what people have been saying about you.

Best wishes—Anita

Goodbye.....and welcome to Austin

I am sure you will all join with me to say a fond farewell to volunteer Austin, who does the ward refreshments on a Thursday morning. Austin has been a fabulously flexible volunteer, staying on each shift to cover the telephones when needed and also visiting patients in the community. You will be missed!

However we now welcome Austin as the new Sabine! On Monday 13 June Austin successfully fought of the competition to secure the position of Ward Host and will be responsible for the patients' food and refreshments etc.

I am sure you will all join with me in congratulating Austin on his new job! He is SO excited!



The Grove

I am delighted with the response from the article in the Echo following the garden make over at The Grove.

So far three people have enquired about becoming gardeners so Margaret Jeanmonod and I are in the process of using our extensive

persuasion skills to get them on board as soon as possible.

We hope to welcome the following volunteers in the near future. Nigel Poll, Terence Fitzgerald and Teresa Neal in addition to Barrie Waker who had previously offered his gardening skills!

Respite hotel given a garden makeover



Optional training modules

Would you like to attend?

Wheelchairs (AM)
supporting patients to walk (AM)
Communication skills (AM)
What is Cancer, Grief,
Bereavement? (PM)
13 July 2016 (PM)

Motor Neuron Disease (AM)
20 July 2016

Mandy Preece's
Patient Approach (AM) 11/7/16
Listening (AM) 12/09/2016
Vigiling (AM) 10/10/2016

Mandatory training updates

Seminar room
Macmillan Unit
For

Dementia Awareness from 1.00pm TBC
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 (TBC)**

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

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

June and Mike meet The Queen

Volunteer June Peace received an invitation from The Queen to attend a Garden Party at Buckingham Palace on 24 May 2016 in recognition of June's long service to the Macmillan Unit.

June's husband Mike is also a volunteer and on the day of the garden party they thought they would wear their identification badges to proudly promote that they were Macmillan CL volunteers.

Whether this helped or not June could not say but they were astonished to be approached by one of the Queen's aids and asked if they would like to meet The Queen!

June, a complete Royalist, was over the moon.

The Queen congratulated June on her long service (16 years). Mike asked The Queen if she enjoyed her visit to the Chelsea Flower Show. "Immensely" was



June and Mike Peace

the reply, "Especially being the first to see the show. It has given me a lot of ideas for my garden".

Retired Day Centre Volunteer Lena Hack, who had also given 18 years of service at the date of her retirement, also attended a Garden Party and had a wonderful time, despite the rain. Lena said "The Queen was all in pink and looked lovely. I had a great day out".



Lena Hack