

# Macmillan CL Volunteer News

ISSUE NOVEMBER 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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## Welcome to our new volunteers

Just when we thought we were full to capacity, I just could not say "no" to these lovely new volunteers who are all offering to support the unit. Please welcome.

Tony Higgins—Driver

Rosemary Gardner—  
Christmas Day support and  
perhaps fundraising

Sandie Rose—Soul Midwife,  
Day Ctr and Ward Support

Sanuel Doogue—Evening  
ward refreshments

Lisa Weston—Weekend  
Ward support

Ann Morgan—Day Centre

Mark Antony—Patient visitor

Catherine Howe—Evening  
Ward Support

Joe Cook—Ward support

Ann Melrose—Soul Midwife

Christine Smith—Driver

Suzanne Parsons—  
Community Visitor

Sue Desborough—  
Entertainment Day Centre  
and The Grove

Maddie Smith—Ward  
Support

Veronica Hartley—Weekend  
Ward support

Elaine Stanley—Soul Midwife

Mary Temple-Lance—Soul  
Midwife / Ward Support

I am inviting these new  
volunteers to the Christmas  
Party so they can feel part of  
the team.

Please do introduce yourself  
to anyone you do not  
recognise.

### NEW VOLUNTEERS

Have you received your  
Christmas invitation? If not  
please speak to me soonest.

*Anita*

**Flu Clinics start Fri 21 Oct—Fri 9 Dec  
Every Wed and Fri in Day hospital 8.30am-9.30am**

### Coach

Gavin our coach driver has kindly agreed to take 15 volunteers to the Christmas lunch.

You will be notified if you have a place on the bus but we do thank Gavin for doing this on his day off!

### White Christmas Dip!

This is a major fundraising event for our charity.

Do encourage family and friends to enter this year or why not come along to watch the event on Christmas Day?

Boscombe Pier @ 0945hrs

Thank you to those volunteers who attended your mandatory update training on 21 October and those who took the trouble to go to Bournemouth Hospital for their update. Much appreciated.

I will be chasing those who are overdue to attend!

**Heather is leaving!**

Matron Heather Rogers has decided to retire at the end of December.

We will all miss her.

However Heather will return as a nurse on night duty.

If anyone wishes to contribute to her leaving gift and write in her card please let me know by the end of November.

Anita

# Snippets

**Decorating the unit**

This year we will be putting up Christmas decorations on 16 December from 6.30pm.

As usual we invite all children to come into the unit and decorate the trees in reception and in the chapel.

Juice and biscuits will be served

**Cabinet Office**

I have had an interesting conversation with the government Cabinet Office about our volunteers.

They asked for some examples of our services and were most impressed with what we offer.

They want to show case the good work of volunteers from around the country so I hope they took on board what I had to say!

**Old objects wanted**

The Grove volunteers are in the process of creating a sensory garden and would welcome some old kettles or the sort of thing people would have used many years ago on the stove or kitchen.

Old jugs may also be welcome, perhaps a coal scuttle? They will put flowers in them so the condition is irrelevant. Please ask around for them.

**Going on holiday?**

Please write dates in the diary as soon as you know them. I find it hard to fill shifts at the last minute so as much notice as possible is deeply appreciated.

Thanks.

**CONGRATULATIONS!**

Dr Suzanne Bradnum-Williams gave birth to a baby boy, Augustus David, on 20 October 2016.

Suzanne will return to work next May but congratulations to mum and dad and we hope you get some well deserved sleep.

I understand Megan, previously one of the ward doctors, will be covering for Suzanne whilst on maternity leave.



## Our little heroes

Margaret and Stephanie are Community volunteers and are both qualified bereavement counsellors.

Poor Hilary from the Family Support Team has fractured her shoulder. Complete accident. But

these two wonderful ladies came to the rescue and divided Hilary's workload into two to keep the support going to our patients.

They did an amazing job. Our sincere thanks to you both.

## RIP Budgie

Mr Blue, a budgie in the aviary, died peacefully on Saturday 12 November.

Volunteer Mary took him home last week as he was very cold so he died in the warm.

## Dementia Champion training

With grateful thanks to Lesley from Dementia Friends, for her informative talk on dementia from the patient's perspective.

The Alzheimer's Association run the Dementia Champion training sessions and I invite volunteers to join myself and other volunteers on

13 December 2016 to an all day training session at a hotel in Bournemouth.

Please let me know if you would like to attend with me and I will send you the link.

Everyone who attends is given a blue Forget-me-not badge to show they are dementia friendly.



# Paul Higgs—Volunteer Governor

Lawrie and I had the pleasure of meeting the hospital governor representing the volunteers at board room level.

We discussed the role of volunteers and he seemed most impressed by the impact you all have on patient care and said he would take some of our best practice back to the team to raise awareness of what we do.

In addition Paul wants to encourage more meetings between agencies

(such as League of Friends and RVS) to share best practice.

We also discussed the merits of being a member of the hospital trust.

Members receive the FT Focus magazine direct, which gives a good update on the good work that is going on in the hospital.

Paul said “As a Foundation Trust we have more freedom to develop our services for the benefit of patients and give local people a greater say in how we do this.

We are accountable to local people and our staff through our membership, and to our regulator.”

You can become a member of the Royal Bournemouth and Christchurch Hospitals. It’s free and is a great opportunity to find out more about your local hospitals and to tell us your views.

Application forms are in the volunteer office.

Paul can be contacted on paul.higgs@rch.nhs.uk

## Insurance cover

A volunteer queried the insurance cover whilst working on our behalf.

I can confirm I hold insurance details for all volunteers working within the Royal Bournemouth and Christchurch NHS with unlimited cover. Some aspects of the insurance is only valid PROVIDING you attend your mandatory update sessions. This is for things like manual handling and sharps etc.

Macmillan Caring locally covers fundraising volunteers off site and the Emporium with the Grove having their own insurance.

Cover for agency volunteers such as Caring Canines have their own insurance, which I also hold on file.

I also undertake annual risk assessments for all roles, which are reviewed annually each September .

I hope this is reassuring. Copies of insurance certificates are available to view in the volunteer office.



## Future Learn - [www.futurelearn.com](http://www.futurelearn.com)



Stephanie signed up to Future Learn as part of evidencing her CPD (Continued Professional Development).

Stephanie said “Like Anita I also signed up for the Difficult Conversations about Cancer” course which was fine and I agree with Anita, very easy. So I also

signed up for the course called **Introduction to the UK Parliament: People, Processes and Public Participation.**

As I know nothing about that subject and always wondered what the process was for white and green papers etc I thought I would do something completely different.

Stephanie will let everyone know how she gets on.

Lyne Barnes has just started her Level 2 in Business and Administration. Helen Parsons has also started her Level 2 in Information Technology. Both courses are free with Vision to Learn

Who else is doing a course?

## Optional training modules

Would you like to attend?  
Open to all!

### Mandy Preece's training

#### Patient Approach (AM)

Monday 6 Feb 17

Tuesday 9 May 17

#### Patient Listening

#### Patient Vigiling (AM)

Monday 6 March 17

Monday 12 June 17

*"A truly inspiring day"*

Volunteer

## Mandatory training updates

Our volunteers who have been attending the Bournemouth Mandatory Update sessions have reported them as being interesting and more convenient because there is more choice of dates and the sessions are shorter.

Bournemouth sessions are between 9 am-10.40am

Would volunteers prefer to go to Bournemouth instead of attending the Macmillan Unit?  
This would be easier for me as well.  
Please let me know.

I understand the next Bournemouth session is  
1 February 2017

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

Your views are appreciated.

## Results of voting on interview questions

Well we seem to have a unanimous decision on the interview questions to ask new volunteers at interview.

You may remember this was to try and encourage new, like-minded, volunteers with the right attitudes, values and behaviours needed to fit into our unit.

You chose:-

1. What interests you most about volunteer work? What made you choose Macmillan Caring Locally?

2. What are your expectations of a volunteer role within the charity?

3. Which of your past roles—paid or volunteer—have interested you the most? Why?

4. What two or three things would you consider to be important to you in this volunteering role?

5. Tell me about your most rewarding experience helping someone else.

Thank you to everyone who took the trouble to respond.

My draft Corporate Plan is nearing completion and this is supported by a 3-year strategy saying what I intend to do and how I will do it.

I will share these with you when they are complete.

I have no experience of creating documents like this so your feedback will be exceptionally important to me. Some experienced volunteers have already contributed to it.

