

Volunteering Today



“Volunteers are not paid, not because they are worthless; but because they are Priceless”

April 2018

Welcome to the latest edition of the Volunteer Services Newsletter.

Volunteering continues to be a success story across the Trust. The involvement of volunteers within our services is improving the patient/client experience. Volunteers offer encouragement; support and companionship; reaching out to those in need.

We currently have 535 volunteers and are keen to recruit more!
Please tell your friends/family!

Volunteer Services New Logo



Here's a sneak preview of our new logo.
We are very proud that volunteering is identified as a service within the South Eastern Trust.

We plan to use the logo to raise the profile of volunteers. It's important that service users are aware when they have been supported by a volunteer.

We will be running promotional campaigns to encourage more people to volunteer and transform the patient/client experience.

Current Opportunities

Hand Clinic UHD Meeter & Greeter:

The Hand Clinic in UHD needs a Meeter & Greeter to welcome and guide patients attending sessions on a Monday, Tuesday, Wednesday & Friday from 9:30 – 1pm.

Physical Activity Volunteer & Coach:

Training & Resource Centres across the Trust are looking for volunteers to assist staff by encouraging client participation in physical activities; such as Walking Football, Boccia, New Age Kurling, Chi Me, dance or taking organised walks outside the centres. Get involved in the fun.

Volunteer Services office is open Monday to Friday 9am to 5pm

Volunteer Recognition Event



A Big Thank You to South Eastern Trust Volunteers

Mr Colm McKenna, Chairman of the South Eastern Trust hosted an afternoon event to say a big thank you to volunteers working within our hospitals and community facilities. The event took place at La Mon Hotel.

We were delighted to be joined by volunteers of all ages who were treated to a delicious buffet lunch and were entertained by Knockevin Special School with their drumming, samba and rock bands.

A number of awards were presented to volunteers for long service.

The afternoon was really well received by all who attended.

The Chairman expressed gratitude to the volunteers for their valuable contribution and described how important their role is in helping improve the health and wellbeing of patients, clients and carers. The Trust's experience of volunteering has been very positive. There are many examples of how the experience of patients/clients is improved when volunteers are involved in health services.



There was a standing ovation for our volunteer Phyllis Magill upon receiving her long service award for an **incredible 48 years** of devoted service within the Ex Patients Guild.

Thank you to all of our volunteers for their continued hard work and passion for the South Eastern Trust.



Ulster Hospital Ladies Committee

Volunteer Services would like to express our thanks and admiration to Ulster Hospital Ladies Committee for their continued support.

For many years now the ladies have been passionate about improving the experience of patients at the Ulster Hospital.

The Ladies Committee recently donated a cheque for £300 to Ward 6B which will be used



Sandra Gibson accepting a cheque on behalf of Ward 6B from Joan Wilson, Secretary of UHD Ladies Committee



Staff from Ward 4B accepting gifts from Joan Wilson, Secretary of UHD Ladies Committee

to purchase much needed emergency clothing for patients admitted in a crisis, to wear home when discharged. Not everyone is fortunate to have family or friends to provide these essential items.

They also donated a beautiful tea set to use for relatives who have received bad news.

The Ladies Committee raises funds for these items through profits from the shop trolley. We are really appreciative of their kindness and support and hope they will continue to work with us in the future.

End of an era - Friends of Bangor Hospital

Thank You!

It is with great sadness we announce that the Friends of Bangor Hospital volunteers have decided to retire after many years of dutiful service.

The "Friends" were volunteers dedicated to the support of Bangor Community Hospital and all who use it. Each volunteer was prepared to give some time and/or money to publicise and support the Community Hospital in areas where Trust funds do not run.

They raised funds and provided voluntary services to enhance the services provided by South Eastern Trust staff. Some of the projects included the purchase of equipment, raising the profile of Bangor Community Hospital, events to raise money, liaising with the Hospitals Trust and encouraging the involvement of local businesses.

This group of Volunteers raised over **£120,000 for Bangor Community Hospital** to improve the patient experience and for this Volunteer Services and the South Eastern Trust will always be hugely thankful.

Meet Our Volunteers

Name	Laura Marshall
Volunteer Role	Meeter & Greeter ED Volunteer



Why do you volunteer?

I worked in the Ulster Hospital for many years and after my retirement I wanted to be active and walking about. I met a Meeter & Greeter and I thought I'd love to do that – 12 years later and I still love it!

What do you do?

As a M&G I welcome patients and their families to the Ulster Hospital and take them to where they need to go.

I also volunteer in the Emergency Department. I chat with the patients and if needed, I help to cut up their food. Sometimes I just listen to the patients and let them chat away.

What have you gained from volunteering?

Volunteering gives me something to look forward to. I love to meet new people and

chat to them. It lifts my spirits to know that it may make their time in the ED a little bit easier and is always nice when the patients remember me if they are in again.

Would you recommend volunteering?

Definitely! There is a volunteering role out there for everyone.

What does Laura bring to the ED in Ulster Hospital?

(Laura's Key worker)

“Laura and our ED Volunteers bring companionship to the older person in the ED – It can be a very long day waiting in one of the wards and they are able to have conversations, read books, provide some of our distraction techniques or even just sit and hold someone's hand.

All of this is very valuable and enhances the patient's experience.”

Volunteer Services office is open Monday to Friday 9am to 5pm

If you are interested in volunteering please contact Volunteer Services on (028) 9056 4817 or email volunteer@setrust.hscni.net