

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

April 2021

Welcome to the latest edition of the Volunteer Services Newsletter.

## Huge Success of COVID Clinic at Ulster Hospital



The South Eastern Trust would like to pass on their huge thanks to our amazing Volunteers who have been assisting at the COVID Clinic at the Ulster Hospital.

This clinic has been running at maximum capacity since being launched in the New Year and our Meeter & Greeter Volunteers have been a key component of this success.

An interview was completed recently with one of our Volunteers and was uploaded to Facebook. Volunteer Services are delighted to share this fantastic feedback with you all.

*“Thank you to all who Volunteer, we had our injections at the Ulster and they were so polite and helpful and made you feel at ease, they were exceptional.”*

*“A very friendly greeter! Great service – everyone is very friendly and helpful and the whole operation is very efficient – well done everybody.”*

*“Thank you to all the Volunteers you do a great job, and I’m sure you are appreciated by everyone.”*

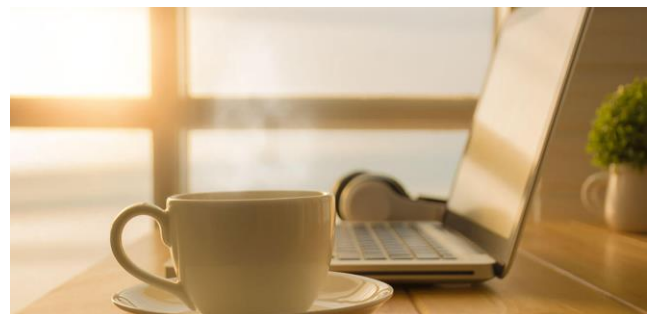
*“Thank you and to all the volunteers, they do a fantastic job and are much appreciated and valued members of the vaccination team.”*

*“The volunteers are amazing thanks for all you’re doing.”*

## Save the Date

Volunteer Services would love to host another Virtual Tea Party with you all on Monday 26 April at 11am. All you need is a device to join the Zoom Session, some tea/coffee and something good to eat. We would love to see as many of you as possible.

For anyone who wishes to join us but would require some Zoom Tips please let us know and we can help you.



## Cardiac Delivery Service

Volunteer Services are proud to announce the Volunteer Cardiac Delivery Service developed in partnership with the Cardiac Investigations Team has been going from strength to strength.

This remarkable service was designed to meet the needs of patients during the pandemic. It involves volunteers collecting cardiac monitors from the Downe, Lagan Valley or the Ulster Hospital and delivering these to patients in the Community. The Volunteers then collect the monitors either 24/48 hours later and return them back to the Hospital.



This service allows patients to stay safe in their home but still have their ambulatory monitor test completed on the scheduled date.

Between January – March of this year, 24 patients in the Community have had their Cardiac Monitors delivered to them in a safe and controlled manner and below is some of their feedback.

*“Excellent service – really appreciated it!”*

*“Very glad of service, couldn’t have managed without it, very efficient”*

*“Fantastic idea – my daughter would have had to take time off work to collect this for me”*

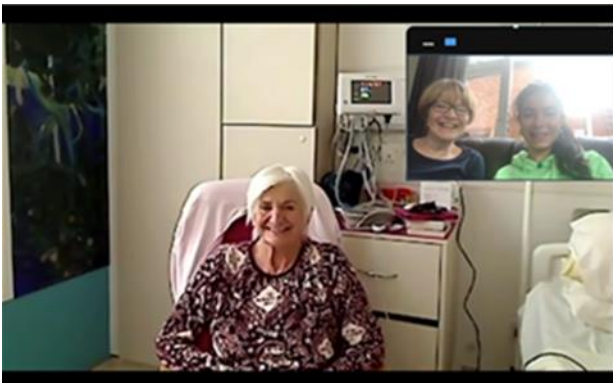
*“The Volunteer was polite, informative and helpful”*

*“Excellent delivery and pleasant volunteer”*

For any further information about this role please contact Volunteer Services on [volunteer@setrust.hscni.net](mailto:volunteer@setrust.hscni.net)

## Virtual Befrienders

The Virtual Telephone Befriending Scheme is still available to any patients in Hospital within the SE Trust. This uses technology to temporarily replace face to face befrienders. Patients say conversations with volunteer Befrienders helps to brighten up their day and make them feel less lonely and isolated while in hospital.



If you know of anyone who is a patient and would be interested in receiving a call from a Volunteer please tell them to speak to the Nurse in charge.

Our Volunteers are keen and available to chat with a patients Monday to Friday between 9-5pm

*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](mailto:volunteer@setrust.hscni.net)*