

## **Volunteer Roles at West Suffolk Hospital**

**All volunteering opportunities are dependent on vacancies at the time of application and the availability and suitability of prospective volunteers.**

### **Bleep Volunteers**

Bleep volunteers carry a phone to which staff can send a message to make a one-off request for an ad hoc errand. This role enhances our patients stay in hospital, helps with patient flow and supports staff with incidental errands as required.

### **Cardiac Centre**

Volunteers assist with the smooth running of the Cardiac Unit under the direction of qualified nursing staff

### **Chaplaincy and Pastoral Care**

Volunteers assist our Chaplains to provide an ecumenical Chaplaincy Service undertaking a variety of roles in the department. Volunteers also kindly assist with **Flower Arranging** for Sunday services and special occasions.

### **Eye Treatment Centre**

Various opportunities for volunteers to welcome patients into the centre and support patients and staff in the eye clinics.

### **Friends of the West Suffolk Hospital Shop**

The Friends of West Suffolk Hospital support the hospital through fundraising. **The Friends Shop** provides shopping facilities in the main entrance - proceeds from which are 'gifted' back to our hospital.

### **Gardening**

Volunteers help to maintain our beautiful hospital courtyard gardens which enhance the hospital environment and are enjoyed by patients, staff and visitors. (This role is also available at Newmarket Community Hospital.)

### **General Support**

Various supporting roles including wheelchair volunteers, who ensure a supply of wheelchairs are available to patients entering the Trust. Other roles include helping the Patient Experience Team collect feedback on patient surveys. Occasionally there may be other ad hoc opportunities to support the Trust in admin type roles.

### **Glastonbury Court**

Volunteers support WSH staff and our patients at Glastonbury Court, both at mealtimes and with patient activities in the lounge.

### **Information Desk**

Coming into hospital can be daunting and this key volunteer role on the Information Desk provides a friendly welcome, information and escort service to patients and visitors arriving at the hospital who require assistance.

### **Newmarket Community Hospital**

Volunteers support patients and assist staff with non-nursing duties in Rosemary Ward, in the Courtyard Gardens and with Patient Activities at Newmarket Community Hospital.

## **Outpatients Areas - (Endoscopy, the Macmillan Information Centre, Pain Clinic, Pathology, the Pre-admission Unit, Radiology)**

Volunteers offer a welcoming aspect to patients awaiting clinic appointments and support staff by running errands and escorting patients to other departments as required.

## **Rainbow Childrens Ward**

Volunteers help nursing staff, the hospital play specialist and clinic staff at varying times.

## **Treatment Units**

Volunteers help and support staff in our busy Acute Assessment Unit, helping to make patients and their relatives visit as comfortable and stress free as possible. Volunteers also provide non-nursing assistance to patients attending for a medical or surgical procedure in our day treatment units.

## **Ward Support**

Volunteers provide companionship and support to patients in various areas including the stroke ward and Discharge Waiting Area. They also help provide activities for patients in our wards living with dementia.

## **End of Life Companion**

Volunteers offer company, compassionate listening and comfort to patients near the end of their lives.

## **Wards**

This is an important role for Volunteers who spend time with patients on our wards, talking, listening, tidying, shopping and also providing non-nursing help and support to staff and helping with mealtimes. This role is also available at Newmarket Community Hospital and on our Maternity ward.

**If you require any further information please telephone the voluntary services team on 01284 713169 / 713205 / 713206.**

**FREE CAR PARKING IS PROVIDED FOR ALL VOLUNTEERS**