

## **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 come in for a morning, afternoon or early evening session to collect and deliver medications from pharmacy to departments

### **Chaplaincy and Pastoral Care**

Volunteers assist our Chaplains to provide an ecumenical Chaplaincy Service undertaking a variety of roles in the department.

### **Community Support**

Volunteers assist with administration tasks for our Community Teams also supporting with gardening groups and the Speech and Language Community Hub.

### **Eye Treatment Centre**

Volunteers 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 and also a trolley service which visits the wards. All proceeds 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 – Admin, Future Systems, Patient Experience, Patient Profiles, Wheelchair Volunteer, Patient Companions, Therapy Volunteers**

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 and complete patient profiles. Volunteers also support the Future Systems Team to engage with patients on the build of the new hospital. 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 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.

### **My WiSH**

Volunteers support with charity events out in the community, attending cheque presentations, awareness stands, seasonal events, and administrative duties.

### **Newmarket Community Hospital**

Volunteers support patients and assist staff with non-nursing duties in Rosemary Ward and help to maintain the Courtyard Gardens. Chaplaincy volunteers also support the Chaplaincy team in visiting patients on Rosemary Ward

### **Outpatients Areas - (Diabetes Centre, Dialysis Unit, Endoscopy, the Macmillan Information Centre, Macmillan Outpatients Reception, Pain & DVT 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.

### **Pets as Therapy**

Volunteers bring in their registered PAT Dogs to visit patients on specific wards

### **Rainbow Childrens Ward**

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

### **Treatment Units - Acute Assessment Unit, Day Surgery Unit, Macmillan Day Unit, Medical Treatment Unit**

Volunteers help and support staff in our busy Acute Assessment Unit, helping to make the patients 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 or for chemotherapy in the Macmillan Day Unit.

### **Ward Support – Discharge Waiting Area, Patient Flow**

Volunteers provide companionship and support to patients in the Discharge Waiting Area. Patient Flow volunteers support staff to create bed capacity when urgently needed.

### **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. Additional training is also offered to support with patient feeding at 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**