

## **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 bleep which staff can call to make a request for an ad hoc errand. This role enhances our patients stay in hospital and helps staff with incidental errands.

### **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.

### **Children – Rainbow Unit**

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

### **Day Treatment Units**

Volunteers provide non-nursing assistance to patients attending for a medical or surgical procedure in our day treatment units.

### **Discharge Ward Area Befriending**

The main role of the volunteers in this area is to support the discharge team by providing companionship to patients whilst they are waiting to leave hospital in the discharge lounge

### **Emergency Department**

Volunteers help and support staff in our busy Emergency department, helping to make patients and their relatives visit as comfortable and stress free as possible.

### **Endoscopy Unit**

Volunteers provide support to patients and staff in the Endoscopy unit.

### **Eye Treatment Centre – Various opportunities including:**

Various opportunities for volunteers who provide support to patients undergoing cataract eye surgery as a befriender/handler and welcome patients into the centre. In addition volunteers support patients and staff in the Eye clinics.

### **Friends of the West Suffolk Hospital Shop and Trolley Service**

The Friends of West Suffolk Hospital support the hospital through fundraising from subscriptions, donations and legacies including funds raised by Volunteers in the Friends Shop and Trolley Service. **The Friends Shop** provides shopping facilities in the main entrance and a trolley service to wards - 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.)

### **Macmillan Unit and Macmillan Information Centre**

Volunteers support patients and assist staff with non-nursing duties on our Oncology Ward. Volunteers also welcome people into the Information Centre and ensure that those affected by cancer can access to the information they require.

### **My WiSH Charity**

Various volunteer roles are available including helping at events such as the Bury Dog Show, joining the team at awareness days to hand out flyers, hold collection tins and buckets and as community volunteer ambassadors to tell people about the work the charity does. Any time offered, even if just an hour or two a year, is greatly appreciated.

### **Newmarket Community Hospital**

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

### **Outpatients Areas - (eg Breast Care, Fracture & Orthopaedic Clinic, Pathology, 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.

### **Patient Activities**

Volunteers take identified patients from the ward in a wheelchair for a short walk along our Memory Walk corridors and other social activities with patients to stimulate interest, interaction and reminiscence in order to relieve anxiety and boredom and enhance their experience in hospital. (This role is also available at Newmarket Community Hospital and WSH @ Glastonbury Court).

### **Patient Experience Surveys**

The Trust values the feedback it receives from our patients on how they feel about the quality of the care they receive. Volunteers assist patients on wards and in clinical areas to complete these very important patient surveys.

### **Transport Companion**

To offer companionship to patients on discharge from Hospital to ensure they have a smooth patient experience on leaving the Hospital and when they return home.

### **Wards**

This is an important role for Volunteers who spend time with patients, 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 WSH @ Glastonbury Court).

### **Welcoming and Information Service**

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

### **West Suffolk Hospital at Glastonbury Court**

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

**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**