

# NHS North Yorkshire Volunteer update September edition

## Welcome to the September edition!

Hello again, hopefully you've all had a lovely time over the Summer as we've enjoyed lots of sunshine (in the main). As the tourists start to leave the area (and the roads begin to get a little quieter again), it's good to reflect on our busy Summer activity and plans for the next few months. Firstly, and most importantly, for those of you already volunteering, a huge thank you for your continued efforts - they are greatly appreciated by our NHS colleagues and patients. For those of you who have applications pending, thank you for registering your interest and, whilst the process can be testing at times, please continue with your training and other information requirements. As ever, should you need any support whatsoever, please don't hesitate to get in touch! In this month's Edition, you will find information and updates on:

- Summer Highlights
- Training courses
- Home from Hospital service
- NHS Friends & Family Test
- Latest Vacancies
- NHS App

Please share the Newsletter with your own Friends and Family, and if you know anyone who you think might like to Volunteer please spread the word!

## Summer highlights

It's been a busy few months with lots happening across the patch, including:

- 4 more new starters at Prospect Road Hub in Scarborough, carrying out a range of duties including Meet & Greet, making up Info Packs, doing FFTs with patients and room cleaning audits
- We had stands at the Rotary Community Fair in Scarborough and Egton Show – we spread the word about NHS Volunteering to lots of people!
- 2 Weight Management Classes are now supported by Volunteers – we have further vacancies at Scarborough, Malton and Whitby
- Our Volunteer drivers have saved the NHS over £800 in taxi fares!



## Upcoming training

We are pleased to announce that some free training courses will be available for Volunteers (and those of you awaiting a start date) across North Yorkshire. These are face-to-face courses and are provided courtesy of North Yorkshire County Council Adult Learning & Skills Service. Courses include:

Courses include:

- Dementia Awareness – Scarborough and Malton
- Understanding Bereavement – Malton and Whitby
- Wellbeing for Volunteers – Scarborough and Malton
- Autism Awareness - Scarborough

Courses will be approx. 2 hours in length and will be held at local NHS venues. More details to follow as soon as dates are confirmed for each location.



## NHS App

We have been asked by the NHS to promote and support usage of the NHS App.

- Do you use the App? If not, do you want help to download it?
- Can you promote and support usage of the App to patients whom you come into contact with during your Volunteer shifts?

Please speak to Steve for more details



## NHS Friends & Family Test

Are you a ward befriender or meet and greeter at a Clinic?

The Trust's Friends and Family Test (FFT) is a valuable feedback tool and one that often gets overlooked by NHS staff as they are busy focussed on clinical tasks. The FFT is a simple, quick 'customer' satisfaction survey that can be completed by any patient or visitor, for both in and outpatient visits.

The Trust are always keen to get more FFTs done and Volunteers play a vital part in gaining this feedback. The FFT is available on the Trust's website but the best way to capture patient feedback is when they are at the hospital/clinic – we support this with Volunteers asking Patients if they are happy to complete the survey and then usually go through the questions and input their answers using an iPad which the Trust provide on each site.

Please remember to ask Patients if they will take part in the FFT and let Steve know your weekly return.

*Thank you for your continued support with this task!*

## Latest Vacancies!

>>>BREAKING NEWS>>>BREAKING NEWS>>>BREAKING NEWS  
URGENTLY NEEDED!

- Community Nursing Drivers (Ryedale), based at Malton Hospital; use of NHS pool car
- Pulmonary Rehab Class Drivers (Scarborough), to transport patients to/from PR Classes
- Appointment Buddies to help ease the anxieties of attending appointments alone
- A fabulous opportunity for the actors amongst us helping to support training of newly qualified clinicians in Scarborough and Hull.

If you or anyone you know might be interested in any of the roles available, please get in touch today!

## Home from Hospital

Did you know that this FREE service is available to patients being discharged from both Whitby and Malton Community Hospitals?

Home from Hospital is a FREE service helping patients make a seamless transition from hospital to home by providing a variety of help and support, as well as giving reassurance and building confidence.

If you are a Ward Befriender, please make sure that you have the Home from Hospital leaflets to hand (they are in the Wellbeing Bags given to patients on admission) and please speak to patients who you feel may benefit from this excellent service.



Contact Steve:

E: [steve@carersplus.net](mailto:steve@carersplus.net)

T: 07511 177077



@CPYorks