



Proud to be a Volunteer

Join us and make a difference!

HELP – SUPPORT – VALUE – EXPERIENCE – ENHANCING – CARING – DEDICATION - TIME

Who are our volunteers?

They are ordinary, dedicated and caring members of the community, who give their time and skills freely - to support patients and staff at the hospital. They are committed individuals who make a vast difference to the patient experience. Without the support of volunteers, the NHS would be a poorer place!

Do you have to be a specific age or have a professional background?

No – not at all! You could be any age over 16 (18 for some areas), male or female, any nationality or race, as long as you are fairly fit and active. The important thing is that you care about people and that you want to give some of your time to help others in the hospital.

How much time do I have to give?

You decide how much time you can give. It could be as little as one session of up to four hours a week. Or maybe you would like to do more than that? You may prefer to work in certain areas, or take on a particular role - this will be taken into consideration before you start.

Where will I work?

At Chesterfield Royal Hospital – either in a particular area or department, or assigned certain duties as the need arises. This might include main entrance reception, outpatient clinics, wards, other departments, reception

areas, cafes, and the patient transport 'buggy' service.

Will I receive training?

Yes – 'on the job' training will be given as appropriate – once you're familiar with the hospital and can find your way around. You will have a thorough induction programme with staff from different areas, so you know how the hospital works. It also gives you an opportunity to meet some of our key staff. You will have all the training you need to enable you to perform your duties effectively.

Will I be given any support?

Yes. You will be supported in everything you do. Our Volunteer Services Co-ordinator is your main contact. They will advise and guide you throughout your volunteering sessions.

How do I become a Volunteer?

Your first step is to find out more. First, decide what spare time you have, how much time you can commit each week - and how this fits in with your current lifestyle. After that, telephone our Voluntary Services Team and arrange to have a chat about what opportunities we might have available for you and how you can apply.



Before you can take on volunteering in a hospital (like Vera above) there are certain protocols and procedures we have to follow. These are explained to you on your visit to see the Volunteer Services Co-ordinator - or during your telephone enquiry.

Will I need to know anything else?

Before you start you'll have certain rules, regulations and policies whilst volunteering explained to you. These will take some time to become familiar with. There are certain policies, you'll have explained to you, such as health & safety, infection control, security and fire regulations.

Most importantly it is vital that you respect patient confidentiality and maintain their dignity. Always be sensitive to the individual's needs, show empathy and consideration.

Would I be out of pocket?

We pay your expenses for travelling and car-parking and we offer discounted rates in the main entrance café.

What's expected of me?

Volunteers support staff and patients (directly or indirectly) and help to make a patient's hospital stay or visit as comfortable and as problem free as possible.

All our volunteers are given a uniform and are expected to wear this when they're on volunteering duties. Identity badges will also be supplied and must be worn at all times. Volunteers are asked to be punctual, enthusiastic, committed and reliable.

What do Volunteers actually do?

This depends on the area they volunteer for. On wards and in out-patient clinics, they may be involved in transferring records between departments, fetching notes or prescriptions, escorting patients, making drinks, befriending and chatting with patients. In receptions they might get involved in 'meeting and greeting' patients, giving directions, or taking patients to various areas of the hospital if they're unsure of where to go.

Volunteers who've had wheelchair training (which will be given) can take patients or visitors around the hospital. We also have a buggy transport service called Royal Rider that's run by volunteers in the evenings. These are just some of the roles undertaken by volunteers.

Who might I help out?

You might support patients, visitors, carers, nurses, doctors, therapists, receptionists, porters, technicians, domestics, managers, and specialist practitioners amongst others. There are opportunities for you to meet other volunteers to develop friendships and share experiences.

What if I can't make it one day?

If you can't make your session just give our Volunteer Services Co-ordinator a quick call, so we can make alternative arrangements to



support that department or area with another volunteer.

Do volunteers really make a difference?

They make a vast difference! They enhance the patient experience and can often provide the little things that have a huge impact on people when they're in hospital. Time is a precious commodity, and when everyone appears to be too busy to cater for every individual's need, volunteers really come into their own. From a lending a listening ear, sitting with a patient for a chat and taking time out to give a little support, volunteers matter and our staff appreciate and value their support.

Who benefits?

Everyone associated with healthcare can benefit from the contribution that volunteers make in the health environment. Volunteers also benefit from their experiences - meeting new people, contributing to care, a change of environment, learning new skills, imparting their knowledge and helping others.

What is in it for me?

Achievement, self-satisfaction and a sense of accomplishment. Being part of a team who are 'Proud to Care'. Learning about healthcare issues and contributing to enhanced patient experience. This may even help to decide your career path!

For further information on the Voluntary Services at Chesterfield Royal Hospital NHS Foundation Trust please contact:

The Voluntary Services Team
Telephone: 01246 277271 Ext 6348
Email: crhft.volunteer@nhs.net
Or visit our web site:
www.chesterfieldroyal.nhs.uk/workforus/volunteer

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VOLUNTEERS MATTER!

Volunteers like Jean (right) – has supported the Royal for 25 years! Along with students from local schools and colleges -they make an invaluable contribution to this hospital and across the National Health Service!

