

Volunteer News

Join the Trust and make a difference

Issue 8 | Winter 2014

Welcome to the winter 2014 edition of **Volunteer News**, which includes a round-up of news, events and volunteer opportunity.

Please get in touch with any ideas or articles for the next edition, or any feedback about how we can improve the newsletter. Contact details are provided on the back page.



Volunteer co-ordinators, Allison Byrne, Naheed Asif and Michael Garside

How volunteering has helped my career

I started volunteering in June 2013 after successfully completing an 'Access to Nursing' course the previous year.

My youngest son was about to start nursery so I started to think about how I could gain an insight into the career path I wanted to undertake and build my confidence and self-esteem. I felt that volunteering would be a great opportunity to achieve this.

I rang the volunteer service and within weeks, was offered a placement with the Audiology Department at Fairfield Hospital in Bury. I felt this would also provide me with valuable experience of patient care and working in a hospital setting.



Pictured right is former volunteer Charlene Sutherland with Bury Audiology Service Manager Natalie Heys.

During my placement, I undertook general office duties and 'meeting and greeting' patients. I was pleased to be told that I was going over and above their expectations and was offered a paid job working on the department's reception desk.

The Audiology Team have been fantastic and have supported me to achieve my goals and to develop new friendships.

I'd like to thank Michael Garside, Volunteer Co-ordinator, and the Audiology Team for this great opportunity and I look forward to starting my nursing career.

Charlene Sutherland, Bury Audiology Team

New volunteer role to help improve our services

We are pleased to announce that a new and exciting volunteering role is currently being developed.

New patient experience volunteers will support Pennine Care to gain the views and experiences of our service users, which will underpin new initiatives that are being introduced across the Trust.

The role will involve:

- Greeting and directing people to clinic/ outpatient areas
- Encouraging and supporting people to complete questionnaires or surveys after their appointment
- Sharing information with the Patient Experience Team via electronic kiosks or email
- Recruiting people to join the involvement and engagement mailing list so we can continue to keep in touch with them
- Referring anyone with concerns about their care or treatment to the clinic/ outpatient manager or the Patient Advice and Liaison Service

Additional training and ongoing support from the Patient Experience Team will be provided.

If you are interested in this exciting new role, please contact Michael Garside – Volunteer Coordinator, on **0161 716 3365** or michael.garside@nhs.net

Understanding the needs of services users and their carers

Kath Byrom has been a volunteer for four years with the Memory Clinic in Tameside and her role has evolved over the years.

She is a good example of the valuable role that our volunteers play and how their life experience and skills can enhance and improve services.

Kath has used her experience as a carer to support the service to understand the needs of other carers and to keep the team informed about useful and relevant community support for people with dementia and their carers.



Pictured 2nd left is volunteer Kath Byrom, with colleagues from Tameside Memory Service.

She contributes to our information sessions by chatting with carers who are upset, offering them her personal perspective and experiences.

Kath also supports the service to ensure that information is accessible, relevant and up to date.

Commenting on the benefits of Kath's role, one team member said: "Kath keeps us in touch with carers' perspectives on things."

Kath said: "When I first began volunteering my role was to meet and greet patients and their relatives, to offer refreshments and support or help when needed.

"My role has grown to include sending out clinic evaluation forms, organising the Carers Information Group meetings and making up individualised information

packs to send to patients and their carers following diagnosis.

"I make sure that information is displayed in reception and provide support where it is needed.

"I have felt part of the team since the day I started as a volunteer and still really enjoy my role."

Alwyn Fuller, Team Manager, Tameside Memory Service

Volunteers provide support to the Mossley community

The award-winning 'Friends of Mossley Base' group was set up in July 2013 by Fiona Turner, who is a Community Health Development Lead for Pennine Care.

The group is made up of six volunteers, supervised by Fiona, who offer a great amount of time to their community.



Pictured far left is Community Health Development Lead Fiona Turner with members of the 'Friends of Mossley Base' group.

Fiona said: "The group was established to support people who, at the time, needed support around various mental health issues. They are a shining example of how people can turn their lives around and become ambassadors within their own community."

They have established a food bank called 'Mossley Food in Hand' and offer lots of support to local residents - they are always there to listen to people's concerns in complete confidence. One of the volunteers, Marie McHale, also helps out with a youth club that runs twice a week in the evening.

The volunteers are always working hard to increase funding for the project, including holding stalls at Tesco, applying to outside agencies, visiting schools and GP surgeries and holding a range of events.

The group has also helped to establish a Credit Union and Citizens' Advice Bureau.

The volunteers are essential to the success of the group, as they welcome and support new and existing service users and ensure they feel comfortable.

In October 2014, the group was delighted to be awarded 'Community Group of the Year' by Mossley and Stalybridge Pride Awards. This was in recognition of their hard work and commitment to supporting and embracing the Mossley community. Volunteer supervisor Fiona Turner was also a runner-up in the category of 'Person of the Year'.

If you would like more information, please contact Fiona Turner at: fiona.turner9@nhs.net or on 07814 417 196.

Manchester Pride

Michael Garside, Community Volunteer Co-ordinator, joined in the Manchester Pride celebrations in August. The event saw over 50 members of staff from NHS organisations take part and was watched by thousands of people.

During the event, Pennine Care received the 'Best Public Sector' award. Volunteers, who joined in the parade, were also

recognised for visibly supporting and recognising the value of the event.

Earlier this year Pennine Care staff also participated in the Oldham Pride event.



Pictured centre is Volunteer Co-ordinator Michael Garside with friends.

Rochdale mum transforms health with volunteer-supported scheme

A Rochdale mum has described how her health and confidence have been transformed by an NHS support programme – and how it has inspired her to help others.

Julia Hughes has multiple conditions, including arthritis, and faced a daily challenge to manage her symptoms - which included persistent pain, stress, anxiety and low mood.

Support provided by the Expert Patients Programme, run by Pennine Care and supported by volunteers, helped her manage her condition and increase her confidence.

Julia shared her story ahead of national Self Care Week, which ran from November 17 to 23, to highlight the benefits that small lifestyle changes can make.

Julia says she was at an all-time low and struggling to stay in contact with her family when her physiotherapist Natalie Hunt referred her to the six-week Expert Patients Programme.

The course is aimed at improving the health and wellbeing of people living with long-term health conditions and their carers. It is delivered by people who also have a long-term condition who have previously attended and benefited from the programme themselves.

Julia admits she was sceptical before starting the course, but after meeting people with similar conditions and engaging with the team of volunteers, she began to feel more positive.

She learned to look after her own health, identify triggers, change her diet, increase



Pictured left is Expert Patients Programme Co-ordinator Julie Dawson with volunteer Julia Hughes.

her activity, manage her medication and to take action before the condition took over.

She said: "As a result of completing the programme I'm a changed person, I'm Julia again. I see a light at the end of the tunnel now which I had lost sight of. In such a short time I've realised I am capable and can do things, I just needed the time, understanding, support and confidence and the final push to bring me back to life - I

actually think the programme has woken me up.”

Julia is now in the process of becoming a volunteer tutor to support others to manage their health condition.

If you would like to find out more about the free six week NHS Expert Patients Programme please phone **0161 655 1454**.

Get Involved

Not already a member of the Trust?

You can register by visiting: <https://secure.membra.co.uk/penninecareapplicationform> or by contacting the membership office.

Anyone over the age of 16 can become a member.

Membership is free and means you can:

- become actively involved in the work of the Trust and shape our future plans
- get a better understanding of the health services provided by the Trust
- help improve health and wellbeing and drive out health inequalities
- elect Governors
- stand for election as a Governor
- make sure your views and those of your community are heard
- receive information about the Trust and how it is performing
- enjoy the benefits of NHS Staff Discounts

For all membership enquiries, please contact the Membership Office on: **0161 716 3374**.

Since our last edition volunteers have kindly given....

19,680 hours.



Prefer to receive your next issue by email? Please forward your name and email address to: volunteering.penninecare@nhs.net

Want to get in touch?

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