

Introduction from the Trust Chair

Dear Jayne,

2013 is here and I have the pleasure of introducing you to the new volunteer newsletter. As we continue to recruit new volunteers into more departments and areas of the Trust it's important that you are all kept informed of things that are going on as well as having the chance to communicate with each other and share your stories.

As the Trust's Chair I've always found it reassuring to know that we have a dedicated community of volunteers supporting our patients and visitors; improving their experiences and providing services tailored to their needs. According to a recent poll 98% of our patients would recommend Salford Royal to their family and friends and I believe that the presence of volunteers is a key element in why our patients feel this way about how we operate.

This said, we are always looking to develop our reputation as an organisation that people would have most confidence in providing services which are safe, clean and personal. We all have our part to play in this and we want you as volunteers to feel empowered to suggest new ways of working which enhance the way we care for our patients.

Hope you enjoy the newsletter and keep up the good work!

Yours sincerely,

Jim Potter
Trust Chair



Meet the Team

From the volunteer services team here at the Trust we'd like to welcome you to the first edition of the volunteer newsletter. We hope that this publication will help to keep you in touch with what's happening in the Trust and particularly those changes that affect your role as a volunteer.



From left: Anthony Croft, Michelle Hindle and Leo Clifton

We hope that you find the contents interesting and would appreciate any comments you might have about the format, and what's discussed. Our contact details are below.

We'd also like to encourage all of you to get in contact with us about any queries that you have, issues you'd like to raise or even just to let us know how you are getting on. We're always pleased to hear from you.

Your Newsletter - Your Stories

We'd like to get as many of your stories into the newsletter as we can. We're hoping to run it every 3 months to start with although this could increase if you have lots to say. Maybe you have an event that you'd like to promote or some good ideas for your particular role that you'd like to share with the rest of us.

It doesn't have to be about volunteering; we'd also like to hear about things going on in your life. Maybe you've got a new job, passed an exam, got a new grandchild or even developed a great new recipe. We can't print everything but let us know all the same. You can contact us using the details listed below.

Volunteer Services

Phone: 0161 206 8942

Email: volunteer@srft.nhs.uk

Post: Summerfield House, 544 Eccles New Road, Salford, M5 5AP

Latest News

A summary of things that are taking place at the Trust that may be relevant to you

New Uniforms

Near the end of the 2012 we contacted all Trust volunteers working in public areas to let you know about the uniforms that are now available for you to wear. Uptake has been good so far and all new volunteers are being issued with uniforms on their first day. Kyle was kind enough to model the fetching Royal Blue polo shirt below.

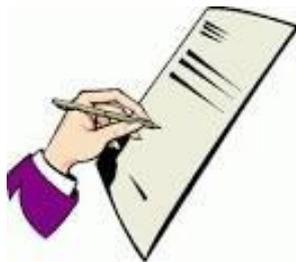


We still have lots waiting to be collected and we'd like to encourage those of you that have not been in contact to give us a call or **email us to let us know** what size you would like (Small, Medium, Large or Extra-Large).

Log Books

Volunteer Log Books are now being introduced those of you working in clinical departments. They will normally be located at reception, the ward clerks' desk or the nurse station in your department.

It's important that you sign in and out each time you attend for a shift. It helps your supervisor to keep track of your comings and goings and gives us a record of your total hours.



If you can't find the log book in your department then ask your supervisor about it **or** let us know here at Volunteer Services.

Mandatory Training – A Big Thank You

Over the past few months we've been in contact with all of you regarding your mandatory training records and we are pleased to report that, thanks to your support, we are now at 100% compliant.

This will mean that for most subjects you will not have to undergo the training again for another 3 years but some are repeated on a yearly basis.

Volunteer services will be in touch with you long before any retraining is due and we will always offer you a variety of options for you to complete the required training.

Thanks again for your diligence; you and the patients and staff you work with are safer as a result.

Volunteer Support Group

A number of you have expressed an interest in having a support group with the aim of bringing those of you who are interested together to discuss their experiences and share ideas. Sometimes being a volunteer can be isolating if you have no one to talk to who performs a similar role to you; this may be an opportunity to get some peer support. It could also be a way to make new friends and develop links with other volunteers.



We'd like you to decide how this group will operate, we don't even have to be there if you'd prefer otherwise. If you are interested then let us here at volunteer services know. We will organise the initial meeting and arrange a venue.

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Get Involved

Here you'll find information about projects or groups that you may like to support



People of Salford are being asked to take part in a pioneering new scheme that has been developed to raise awareness of health research in the city. The Citizen Scientist project allows people to find out about clinical trials, studies and other opportunities to take part in research such as focus groups and meeting researchers to provide a patient perspective.

The project revolves around a central website – www.citizenscientist.org.uk/welcome – which provides the community with easy access to research activities (including self-referral for appropriate studies).

For those who do not have access to the internet, there will be a regular newsletter that will inform about current and planned research, and include study updates and future events that they can take part in.

Anyone interested in becoming a member should register online or contact Francine Jury either at francine.jury@manchester.ac.uk or by phoning 0161 206 1828. Information leaflets can also be collected from the main reception in the Hope building.

Quality Improvement

Here at Salford Royal we aim to be the safest organisation in the NHS as well as the first choice care provider for our patients. To achieve this, our Quality Improvement Directorate works on a portfolio of projects that improve the care that we give to patients but also improve their experience of that care.

Examples of work that is on-going at the moment include the Delirium and Dementia Collaborative which aims to establish new ways of engaging with and improving the experiences of patients suffering from these conditions. The Patient, Family and Carers Experience Collaborative brings together people from across the Trust to learn and discuss new ways to enact change in how we engage with service users and those who care for them.

We think that volunteers could play an important role in how we progress these projects and improve our services. You have a unique insight into our services and how they could be improved as well as being in a position to explore new ways of working and assisting with research.

If you think you might like to get involved in future QI projects or initiatives then let us know here at Volunteer Services and we will add you to the list of those to be contacted.

This could be a great opportunity for those of you looking for careers in the healthcare sector to learn about Quality Improvement techniques from an accomplished team. It's also a way for you to bring your experiences to the table and help enhance the care provided by this organisation.



Patient and Volunteer Led Assessments of the Care Environment

The Department of Health NHS Commissioning Board has recommended that all NHS hospitals undertake annual assessments of the quality of non-clinical services and their buildings. The assessments look at cleanliness, building condition, how well buildings meet the needs of patients' visitors and staff and how well they support people's privacy and dignity.

We would like your support in the undertaking of these assessments in order to give a balanced and impartial view of the facilities on the main hospital site. If you are interested in taking part then please contact volunteer services and let us know using the contact details below.

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Events and Activities

A summary of events and activities you might like to take part in

Volunteer Role Development Sessions – We need your input

We are in the process of redeveloping some of your roles in order to give more structure to your activities when you are volunteering. We think that one of the best places to find out about this is from people like yourselves; we can then build upon your experiences of what works and what doesn't.

If you would like to contribute to the process then please get in contact with Volunteer Services using the details below and we can give you some more information about when the sessions will be taking place.

Governor Engagement

As a Foundation Trust, we have greater freedom to develop services based on the needs of the communities we serve. To do this we require input from patients, staff, volunteers and the public as members of the Trust. As a volunteer you are also a member of Salford Royal NHS Foundation Trust and will receive our quarterly newsletter 'The Loop' keeping you up to date on all the Trust's latest developments. If you do not receive the newsletter via email or post, please contact the Membership Team at: foundation@srft.nhs.uk or 0161 206 3133 and we will ensure you are registered.

The Membership Team would also like to ask for your support in seeking feedback from patients that can be used to improve the services we provide. We are particularly keen to gather feedback regarding patients perception of 'mixed sex wards' and if patients felt they were fully informed about the medications they were given. These are 2 areas identified by the Trust for improvement. We would like to carry out some semi-structured interviews with patients. If you feel you could support this work or would like any further information, please contact Rebecca McCarthy – Tel: 0161 206 0624 or email: rebecca.mccarthy@srft.nhs.uk by Friday, 8 March.

Equalities Team - Identity & Impact on Healthcare Briefing Sessions – 2013

These brief 90 minute sessions are delivered by external subject experts who will highlight the direct impact of people's identity on healthcare. They will enhance your understanding of patient and staff needs and deliver key actions for you to take away in order to deal with situations with more confidence.

Sexual Orientation Transgender	Mon 18 February	SRFT, Hope Building - Seminar Room A
Asylum Seekers, Refugees & Migrants	Mon 25 February	Pendleton Gateway - Room 2
Men's Health	Fri 1 March	SRFT, Hope Building - Seminar Room A
Deaf/Blind	Wed 13 March	SRFT, Humphrey Booth Theatre2 (10.00-11.30)
Asylum Seekers, Refugees & Migrants	Mon 25 February	Pendleton Gateway -Room 1(1.00 - 2.30)
Disability	Tues 5 March	SRFT, Hope Building - Seminar Room A
	Wed 20 March	Pendleton Gateway - Room 1

To book a place you can email learning@srft.nhs.uk or call 0161 206 0790 and for more information call the Equalities Team on 0161 206 7204.

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