VOLUNTARY SERVICES DEPARTMENT
SALISBURY DISTRICT HOSPITAL

The following provide details of placements and locations within the Trust where Volunteers assist patients, visitors and staff.

The Volunteers

Our Volunteers gave assistance in two ways: either directly, or indirectly as a member of a voluntary group or local branch of a national voluntary organisation.

Direct Voluntary Staff
Direct volunteers enhance the services provided to patients, visitors and staff by providing help to particular wards or departments. There are many ways of offering voluntary help and many different areas to work in, for example, ward work, helping out at an out-patients department, and guiding patients and visitors around the hospital. Volunteers also offer help to one-off projects. There are volunteers in approximately 30 different locations within the Trust.

Other Volunteers and Voluntary Organisations
The groups that are active within the Trust cover all types of work, including ArtCare, Radio Odsstock, Floral Societies, Pets as Therapy, the League of Friends, the RVS and the 'Stars' appeal.

These bodies play a vital part in the everyday functioning of the Trust, and of course are an essential lifeline to patients and visitors alike.

Their Services

The following gives a brief outline of the various services provided by both our individual volunteers and those members of the voluntary groups involved in Trust departments during the past year.

ArtCare
ArtCare have 11 volunteers who are professional artists who give their time to offer patients the opportunity to 'have a go' at art in hospital.

Audiology
Audiology has a volunteer who is able to help in the office and to change batteries and carry out minor cleaning to hearing aids received in the post.

Changing Faces
A volunteer, who is a highly trained individual, provides therapeutic hand care and cosmetic camouflage to patients. This service is greatly appreciated by the patients within plastic surgery.
**BUGS**
The Burns User Group Service has changed slightly to adapt to the needs of the Burns Unit. They still play an important role in providing ‘emergency pack’ to patients as many arrive unexpectedly and volunteers are available to chat to, or just to listen to patients on the Burns Unit. The BUGS group is well respected within the British Burns Association and are often asked to provide talks and lectures at conferences.

**Pets as Therapy (PAT)**
Pets within the hospital make a huge difference to every patient they visit. They provide, and open up channels of communication between patients. Staff and visitors also like to offer ‘affection’ to the pets. We currently have just 1 dog who visits patients with their owner and we are currently recruiting new owners/pets.

**Cancer Services**
Cancer Services currently has 2 volunteers who help the department by locating, collecting and preparing patients notes ready for the MDT teams. This process can be very time consuming and their help is invaluable to the team.

**Catering**
The catering team continue to provide placements for 2 volunteers one of which has learning disabilities. They carry out basic but still important roles and we have seen them flourish.

**Children’s Day Nursery**
The nursery provides placements to volunteers to help them gain experience either to assist with college courses or due to being unemployed and not being experienced enough to secure them employment.

**Chaplaincy Visitors**
The Chaplaincy is supported by 30 volunteers who are able to offer comfort, prayers and other spiritual support to patients at their bedside.

**Clinical Psychology**
The Clinical Psychology department have 51 volunteers who help with the delivery of their ‘Engage’ project. They have been providing our patients with stimulation and interaction through memory puzzles, discussion groups and reading. More cognitive stimulation and social interaction can help alleviate some of the problems that older people could face when they leave familiar surroundings to come into hospital and provide a more interesting and therapeutic environment for them.

**Christmas Carols/Father Christmas**
Choirs/bands visited the hospital to entertain the patients, visitors and staff on the run up to Christmas. Their visits are a pleasure and bring a smile to everyone’s face.

Father Christmas visited the hospital together with Mrs Christmas and their two elves. They came on Christmas Day and supplied gifts to patients on Pitton, Redlynch, Burns Unit, Sarum, Maternity, and NICU. A special gift was given to the first born baby on Christmas Day, and every patient, visitor and sibling were presented with gifts. Reeves the bakers in Salisbury donated large Christmas cakes which were left with each of the wards.
**Discharge Lounge**
Volunteers provide refreshments for the patients whilst they wait to go home, as well as collecting prescriptions and getting lunch for them if necessary.

**Floral Societies**
Eight local floral groups provide us with a beautiful floral arrangement each week in the Chapel. Patients, visitors and staff welcome and appreciate these delightful floral arrangements.

**Fundraising**
Dave Cates, the Director of Fundraising together with his team of administrators continue to receive support from approximately 35 volunteers who work tirelessly raising funds, for example the Scanner appeal. The Stars Appeal is attracting great interest and volunteers are embracing the campaigns with great vigour.

**Horatio’s Garden Friends**
With the creation of ‘Horatio’s Garden at the Spinal Unit, 52 Volunteers have been recruited to help maintain the garden. In addition volunteers also provide patients on the unit with someone to sit and chat to, play games, read, and to help patients with gardening tasks. Volunteers have received wheelchair and bed moving training enabling them to take patients from the unit out to the garden. Activities are planned for the coming summer to ensure that the garden will be a social area for people to meet.

**Hospice/Palliative Care**
The Hospice has approx. 100 volunteers who offer a vast array of support to patients, visitors and staff. They also support the Day Centre and fundraising events. Dorothy Harker, the coordinator of volunteers at the Hospice ensures they receive appropriate training specific to their needs.

**Hospital Guides**
This service always receives positive feedback from members of the public. We have a team of 11 dedicated and fit volunteers who assist our patients and visitors who enter the hospital either via the Main Entrance or the Springs Entrance, and help direct them to the location of their appointment. It has been known for them at times to help staff, and save them from getting lost!

**Information Technology (IT)**
IT currently has 2 volunteers who were interested in this field and wanting to gain experience. They have proved to be a success, fitted in well and proved they are very capable with the work.

**Library Services (Staff)**
The Library volunteers provide an excellent service helping to shelve books, photocopy and undertake other varied tasks within the staff library.

**Lung Exercise and Education Programme (LEEP)**
LEEP has a volunteer who assists the team by attending the courses for patients with severe respiratory issues. She provides careful encouragement and praise during the structured exercise sessions to the patients and that well earned ‘cup of tea’ at the end.
**Magnetic Resonance Imager (MRI) Scanner**
The 3 MRI volunteers provide a valuable service manning the reception of the scanner. They provide a friendly face to patients whom are waiting for a scan, often putting patients at their ease.

**Pharmacy**
Pharmacy has 2 volunteers who assist them. They help to ‘serve’ the customers on the front desk and also help with the stock deliveries and returns. Volunteers will also deliver urgent stock to wards.

**Readership Panel**
Our readership panel volunteers provide an invaluable service by reading the information leaflets that are designed to be given to patients, making sure they are understandable and jargon free. The panel is made up of ex-patients, current patients and other interested parties and have all taken a course on ‘plain English’.

**Radio Odstock**
Radio Odstock have 28 volunteers providing live and recorded programmes to our patients. They celebrated their 50th Birthday at the end May 2013 and had a weekend of celebrations including ‘live’ FM broadcasts which local residents within Salisbury were able to tune in to.

**Recycling**
A team of 25 volunteers collect all unwanted furniture, equipment and office sundries such as desks, filing cabinets, folders, and box files. They repair some items to enable them to be reused; items that are beyond repair are dismantled, parts which have a scrap value are sold rather than being disposed of.

**Wessex Community Action**
We keep in regular contact with members of the Wessex Community Action, providing and sharing information and support to each other. We also make the use of their volunteering opportunity web site www.do-it.org which enables us to advertise specific volunteering roles.

**Salisbury Hospital League of Friends (LoF)**
The League of Friends continues to support the Trust. Their traditional sweets continue to be a hit with everyone. They have again been able to provide the Trust with the funds required for additional equipment for a number of projects.

**Schools in the Community Volunteers**
We received applications from sixth form students from various public and private schools within our local area who wish to volunteer. Many of the pupils have expressed a wish to pursue a career in healthcare, and attend once a week during term time to gain experience working within our Trust. Pupils are always polite and committed to their placement, staff and patients are always pleased to have their company.

**Spinal Unit**
There is a close working team of 28 volunteers who provide an integral service to the patients and staff on the Unit. Volunteers very often become a befriender to patients as they can be some distance from their home and their relatives, and provide an important service at mealtimes feeding patients or preparing/cutting their food.
**St John Ambulance**  
The Salisbury Branch of the St John Ambulance Brigade continued to help in all parts of the Trust by providing transport and escort services.

**Trade Unions & Staff Associations**  
We continue to have a good relationship with the Trust’s Trade Union and Staff Association representatives, who are very supportive of the department’s work.

**Ward Helpers**  
A large proportion of our volunteers provide support to our patients during their stay in hospital. The volunteers provide a friendly face to the patients and staff throughout the ward, offering conversation, refreshments, assistance at mealtimes, and non-clinical ‘tender loving care’.

**Wessex Rehabilitation Unit**  
Wessex Rehab volunteers help patients using the workshop. They create a number of products which they sell, and are able to produce wine racks, house name/number plaques and stools, and engraving to a range of materials. They are also able to produce specially commissioned items, and have produced a number of staff badges and door signs for the Trust.

**Royal Voluntary Service**  
They saw a change to their name over the last year. ‘Women’s’ was dropped from their name enabling them to become open to everyone. Teams of dedicated members provide an afternoon service to both staff and patients with their trolley of ‘goodies’, to all wards. Their visits and chats are welcomed by all. The profits made from their sales are donated back to the hospital via the Stars Appeal.