

Volunteer Vision eNewsletter



Issue 22

Autumn 2020

We promote, recruit and support volunteers in making a positive difference to enhance patient experience and the quality of our services at LPT

Welcome

We hope that you are staying safe and well. Thank you to everyone who has returned their risk assessment questionnaire which is an important part of our preparations to welcome volunteers back into the Trust. We need to do all that we can to keep volunteers, patients, service users and staff safe.

So far only around a third of volunteers have completed the risk assessment. If you have not done so or have decided not to return to your volunteering role please let us know. We would be happy to do the assessment with you over the phone if you prefer.

We will also be finding out from services which host volunteers when they are ready to resume and whether any changes to the role and tasks are necessary during the continuing pandemic. Unfortunately there may be some roles which cannot resume in the same way. It is likely that the return of volunteers will be in a phased approach. The volunteering team is really looking forward to welcoming all our volunteers back.

Long Service awards 2020

We are pleased to announce that 21 of our volunteers will receive a long service award this year. Although we are unable to host a celebratory event because of the pandemic our qualifying volunteers will receive their award by post.

20 Years

Dahiben Patel
Mohandas Patel

15 Years

Judith Cooke
Richard Kay
John Spiers

10 Years

Pamela Bird
Aimie Finlayson-Cheshire
Julie Woodley

**Thank you to our 21 volunteers being
celebrated this year in recognition of their
5, 10, 15 or 20 years of NHS service.**



5 Years

David Buttle
Catherine Dyer
Alison Edens
Claire Elliott
Paulina Hutchinson
Rebecca McGlone
Kathy King
Eleanor Lonsdale
Susan Nicholls
Nicola O'Gorman
Sandrine Riley
Ania Romanczak
Charlotte Stanton

LPT is bread winner at national patient experience awards

We celebrate the success of volunteer **Malcolm Heaven** in winning a national award for his innovative bread-making activities and express our pride in how our mental health urgent care hub has been highlighted as a national case study.

The 'Knead to Chat' project, which uses the art of bread-making to help patients tackle mental health challenges, was announced as the winner of the Environment of Care Award at a virtual ceremony held by the Patient Experience Network on 14 September 2020.

Knead to Chat helps patients to develop a social network to support and enrich their lives, and to give them time to reflect on what matters to them.



Our ground breaking mental health project, run by our volunteers has won a national patient experience award. Malcolm Heaven, project lead, said:

“Through general conversation we encourage the sharing of stories, experiences, and challenges, and of course it’s also an opportunity to engage the senses - touch, smell, taste, vision and hearing. For some, baking bread is something new, for others, it’s rediscovering an enjoyable activity and using dormant skills. Either way, it’s a fun way to learn and build confidence, and home-baked bread is a wonderful gift to share with family, friends, colleagues, neighbours and strangers.”

<https://www.leicspart.nhs.uk/news/lpt-is-bread-winner-at-national-patient-experience-awards/>

Voluntary Transport supporting LPT Pharmacy

The voluntary transport service closed on 18th March due to the Covid pandemic. Since April some of our voluntary transport drivers have been busy delivering medication as the Royal Mail had to be scaled down and patients were not getting their medication on time or at all.

Gala developed an initial process in collaboration with the drivers which is reviewed regularly as time goes on, allowing us to continuously learn from feedback & experience in order to improve this new service.

In line with LPT’s current culture work “Step Up to Great”, Gala wanted to make sure that the volunteers were encouraged & supported to be leaders themselves & contribute to the evolution of this new service.

Since August more voluntary transport drivers have returned to help with pharmacy deliveries. There are now 10 volunteer drivers.

Pharmacy Drivers’ Mileage Apr – Oct 2020	20419
Total Deliveries – Apr – Oct 2020	2106

Please remember to let us know when you don’t wish to volunteer with us anymore.

We are located in Unit 2, Bridge Park Plaza, Bridge Park Road, Thurmaston, Leicester, LE4 8PQ

For further information please tel: 0116 295 0918 or email us at volunteering@leicspart.nhs.uk

We post volunteer opportunities on our website at: www.leicspart.nhs.uk/volunteering