

ARROWE PARK HOSPITAL

Chaplaincy, APH and CBH - Sunday morning

To provide a friendly face to help patients with non-medical aspects of their visit by escorting them to chapel, having a chat or popping to the shop. Providing holistic spiritual support for patients, relatives and staff. Please note a reference from your Chaplain will be required for this post.

Patient Relations Team - any day/time to suit

To support the Patient Relations team by talking to and listening to comments, concerns and issues raised by patients, their relatives and carers. To participate in collecting valuable feedback from patients, relatives and carers in order to improve the quality of Trust services.

Organ Donation Representative - full guidance given

Any day/time to suit

To assist in the signing of staff, patients and visitors to the Organ Donor Register.

Must be able to engage with people and ideally interested in organ transplantation.

Secretarial Support – Monday-Friday

Sending out post, collating papers, photocopying, stapling and transporting documents between departments.

Ward Volunteers - APH and CBH - Monday–Sunday

Volunteers greet patients, visitors and relatives on arrival to the ward. Their purpose is to ensure everybody has the best possible patient experience. They tidy notice boards, collect and deliver x-rays, folders and prescriptions. They run errands and pass messages between patients and staff. They assist patients in preparing for mealtimes (tidying table, hand hygiene), encouraging patients to eat and drink. They also help patients to pack/unpack their belongings and obtain patient feedback for surveys.

Welcome and Reception Volunteers – APH - Monday-Friday

Patients and visitors can be anxious when they first arrive. Our Welcome and Reception volunteers project a warm, caring and friendly image, welcoming patients, visitors and guests into the hospital and answering any face to face or telephone queries. They can work in any public-facing department escorting patients to their destination, helping patients overcome feelings of isolation and anxiety. In some areas they provide refreshments such as tea, coffee, biscuits and toast.

Reading Group – alternate months

10.00-12.00 (dates supplied)

Members of the group are sent draft patient information leaflets that have been produced for use within the hospital. Volunteers read through these and write on their suggestions for changes to be made in order to ensure the leaflets make sense and are easy to read. Your suggestions will be fed back to staff members who have produced the leaflets, who will ensure any necessary changes are made before they are given out to patients/families at the hospital.

CLATTERBRIDGE HOSPITAL

Radio Clatterbridge – any day/time

Request collectors to visit patients on the wards and obtain music requests, pass onto the presenters.

Breast Clinic

To provide a friendly face, welcoming patients to clinic, offering them a drink and chatting to them.

M2 Rehabilitation Ward– days and times to be agreed

This ward supports older people with complex care needs and assists them by working with multi professionals to assist with rehabilitation and recovery. They are looking for a group of volunteers to assist with creative activities.