

What our volunteers say

'Volunteering, what does it mean to me: satisfaction; interaction with people; and the joy of helping'

Henry, Visit Guide Volunteer

'Volunteering provides me with an opportunity to enjoy new experiences whilst, at the same time, feeling appreciated by my work.'

Barbara, Mealtime Support Volunteer

'When I retired from work, I felt that I needed to occupy myself. So I went to Voluntary Action Islington who suggested befriending at the Whittington Hospital. I came, enjoyed it and am still here 10 years later! Come and join us!'

Susan, Visit Guide Volunteer

'I started volunteering at the Whittington Hospital because I like to learn new skills and I like everything about volunteering here! So if you are out there to volunteer, please come and join us.'

Rajia, Ward Befriender and Administrative Volunteer

'I've been a volunteer for over two years. I do clerical duties in the volunteer office and also data entry for the risk management team. I like volunteering because of the people: they're very nice, there's a lot of fun involved, you're appreciated and it's never boring.'

David, Administrative & Clerical Volunteer

Patient advice and liaison service (PALS)

If you have a question, compliment, comment or concern please contact our PALS team on 020 7288 5551 or whh-tr.whithealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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Volunteering with Whittington Health

2018/19



Why we need volunteers

Whittington Health has a team of over 130 volunteers. We support over 40 sites across Islington, Haringey, Camden, Hackney, Enfield and other locations in North and North West London that are operated by Whittington Health NHS Trust.

The main purpose of the voluntary services team is to improve our patients' experience, support our staff and services, and to provide information and guidance for our visitors.

Our volunteers provide compassionate companionship for patients, and support for our nursing & medical staff.

Through volunteering you will learn new skills and gain experience of supporting in a health care environment. Your support will enhance patients' experience during their time with Whittington Health, and will help our staff provide high quality treatment for our patients

What our volunteers do

Our volunteers support across our community sites and the Whittington Hospital. We have many roles including:

- Ward befriending
- Visit guides
- Patient experience survey volunteers
- Mealtime support
- Administrative & clerical
- Library and tea trolley
- Community volunteering
- Chaplaincy
- Fundraising and others.

Each volunteer will be expected to support in different ways in accordance with the role you are supporting in. Generally, volunteers are expected to:

- Maintain a friendly, open and approachable manner
- Be well-presented and adhere to local and Trust uniform policy
- Be reliable and punctual
- Enjoy socialising and communicating with others

Volunteers are not able to support staff with anything in a medical capacity.

If you have any questions with regards to any specific role, please do get in touch with us.

How to let us know that you would like to volunteer

There are a few ways for you to get in touch to signal your interest in volunteering.

You can access our voluntary services page on the Whittington Health public website, where you will find our online enquiry form as well as further information. We ask that you email us your application form. If you cannot do so, please attend to apply in person: the voluntary service office is based at the main entrance of the Whittington Hospital site, and is open Monday-Friday, 9:30am-4:30pm. You can contact the team on [0207 288 3974](tel:02072883974) and by email at whh-tr.voluntary-services@nhs.net.

Every volunteer must have an enhanced DBS check before starting, and we ask volunteers to commit to at least six months with us. Unfortunately we cannot accept volunteers under the age of 16, and we do not offer work experience placements.

We look forward to having you join our team.

James Connell
Whittington Health, Patient Experience Manager