The first edition of the Voluntary Services magazine was received positively by volunteers, hospital staff and members of the public – thank you to those who provided feedback. Voluntary services will work with volunteer colleagues to further develop the magazine to showcase the wide range of roles, involvement and impact across the Trust’s services.

Earlier this year, NHS England published the NHS 10 year plan. For the first time, volunteers are explicitly included to deliver the plan. This is a significant development. The full section is shared below:

Staff, patients and volunteers benefit from well-designed volunteering initiatives. Volunteers contribute across a range of NHS roles, from first responders and care companions to trust governors and transport volunteers. They enable staff to deliver high-quality care that goes above and beyond core services. Well-designed and managed volunteering programmes improve satisfaction and wellbeing ratings for staff, as well as volunteers and patients. Local volunteering allows older people to stay physically active and connected to their communities and younger people to develop skills and experience for work and education. But not all NHS organisations offer these opportunities for their local community, as the ratio of staff to volunteers in acute trusts ranges from 2:1 to 26:1. We (NHS England) will therefore encourage NHS organisations to give greater access for younger volunteers through programmes such as #iWill and an increased focus on programmes in deprived areas, and for those with mental health issues, learning disabilities and autism. And we will back the Helpforce programme with at least £2.3 million of NHS England funding to scale successful volunteering programmes across the country, part of our work to double the number of NHS volunteers over the next.

Our Voluntary Services team has a ratio of 8:1 (8000 staff:620 volunteers). Our student ward befriending programme has a specific focus on encouraging young people to develop skills and experience. In 2016 our voluntary services team won a Gold Award from the National Association of Voluntary Services Managers for the management of the service. In 2020, an electronic application process, electronic DBS checks and database management system will be introduced.

Core volunteer roles operate across the Trust; updates, facts and stories of interest for these roles will be shared in each edition; these roles are café, ward (department) befrienders and guides. Every six months, a selection of volunteer roles or developments will also be shared. Volunteers and services are encouraged to put themselves forward for their time in ‘The Spotlight’.

It is a pleasure to highlight the role hospital radio has supporting the Trust’s strategic aim of improving patient experience. Voluntary services is working alongside HWD radio to improve access for Dewsbury patients, staff and café customers to listen to, and engage with, HWD radio. Thank you to HWD for providing such an interesting article. HWD welcomes any Trust services and partners to get in touch if you would like to share news or raise awareness within the hospital and beyond.

Thank you to all our contributors and again to our Communications and Design and Print teams colleagues for their expertise in publishing this magazine – we hope you enjoy reading. Suggestions for content are very welcome!

Many thanks
Vikki Padgett
(Head of Voluntary Services)
Heather Walker
(Voluntary Services/Café co-ordinator)
Gwen Shackelton
(Trust wide voluntary services co-ordinator)
Liz Fountain
(Voluntary Services Administrator)
Café organisers: Harry Hall and Joanne McManus;
Senior organiser: Lynda Dews
CAFES

REASONS TO CELEBRATE

The Mayor of Wakefield, Charlie Keith, surprised our MY Café volunteers at Pinderfields, when he chose to personally deliver a ‘Mayor Says Thank You Recognition Award’, acknowledging the service provided to staff and patients and the funds raised to support patient comfort.

MY Café Pinderfields is delighted to have retained its 5* food hygiene award from Wakefield Environmental Health Office. 5 is top of the scale; this means the hygiene standards are very good and fully comply with the law.

MY Volunteer Café Dewsbury proudly supports Dewsbury hospital services in a variety of ways.

One way is funding clothing for the patient dignity wardrobe through customer donations to the MY Hospitals Charity tin in the Ridings building café.

In July 2019, our café suppliers kindly donated cakes to the NHS Big Tea, to celebrate the NHS and raise vital funds for our MY Hospitals Charity.

Last month, Dewsbury hospital officially re-opened the on-site garden, which has been given a complete garden makeover, in partnership with hospital staff, members of the local community and Trust volunteers. To support the official opening, MY Volunteer Café Dewsbury, ran a tombola stall which generated £33 to buy more dignity clothing for patients.

Hi all,

I just wanted to take this opportunity to share with you the Totals raised as a result of last Fridays Big Tea stand of which you kindly supported and contributed towards. So far we have a total of £741.21 (this includes £98 raised at Dewsbury and £61 taken on our Contactless giving machine). We can also expect a further donation in from Engie, who very kindly agreed to make a donation back as a result of profits raised from the sale of goods last Friday.

Thanks to all for your support in making the event the success it truly was, we really rely upon our teams and colleagues for support, without which we simply wouldn’t see the fantastic results we are proud to share with you today, all of which will benefit the patients in our care. Thank you for your part in this, we are so incredibly grateful.

Kind Regards, Kirsty Jowett
Fundraising Manager.
BREW-BUYING BENEFITS

Regular visits to the MY Volunteer Cafés to buy hot cuppas just got better!

The cafés at Pinderfields and Dewsbury are now operating a loyalty card scheme where, for every nine large hot drinks purchased, customers receive one free large hot drink when they present a stamped loyalty card.

And that’s not all! Environmentally-friendly customers who bring their own reusable cup when buying their favourite bevvy will receive 10p off the normal price. The initiative is in line with Trust policy of reducing waste and recycling resources where possible.

Last month, Voluntary Services said a fond farewell and thank you to retiree Irene Pratt who had been a volunteer at the Pinderfields café for nine years. At the same time they were delighted to greet three new volunteers to the Pinderfields café – Jackie Hume, Angela Gheorghevic and Sobia Tabqssum. A very warm welcome to them all! Josie Brook and Amaarah Ikhaq welcome – recently joined Dewsbury Café.
SHINE A SPOTLIGHT ON OUR WARD BEFRIENDERS!

There are many different ways to measure the impact of a service and the Ward Befriending Service has two different dimensions. We have the impact of our Ward Befrienders on our patient experience and then we have the impact that being a Ward Befriender has on the volunteer itself.

We are just about to recruit another cohort of young students from our local sixth form colleges and schools, all interested in a career within a health care setting, to join us and experience the role of a Ward Befriender. At the same time we are also saying good bye to some of our young Ward Befrienders who have now secured university places to study medicine, nursing, physiotherapy and other health related careers.

Here is some wonderful feedback from our Ward Befrienders demonstrating the impact that volunteering has had on them.

Leila Bradley aged 17 joined us in November 2018 from Ossett Sixth Form College as a Ward Befriender on Ward 32A at Pinderfields.

"My name is Leila and I am currently a year 13 student at Ossett Academy Sixth form. I study biology, chemistry and maths at college and have a keen interest in medicine which I will soon be applying to study at university.

"When the Ward Befrienders scheme became available at my sixth form, I knew straight away I wanted to be a part of it. It was too good an opportunity to decline, and I also knew it was necessary for the course I wanted to study. At first, I found it quite difficult to approach people; I had never experienced something quite like this before. I was only 16 when I began volunteering and had only ever had one part time job – I had no experience. However, the hospital staff were lovely and helped me gain communication skills and learn how to speak to patients in a professional but friendly way. Not only did I learn how to talk to patients, but also other members of staff and relatives of patients. It has been amazing to meet a variety of different people each and every week whilst volunteering, it has taught me to understand different or alternative points of view that I perhaps wouldn’t have considered before.

"I will remember this experience for the rest of my life, I’m sure it will help me throughout not only my career in medicine, but also in my personal life too. My expectations have been exceeded, and I am now sure I want to work in a hospital environment for the entirety of my career. I’ve been taught countless lessons to do with health and safety, confidentiality and patient wishes, most of which I will never forget. Although there have been ups and downs, I will miss my time on ward 32A, and I would definitely consider returning to volunteering at a later point in my life. I would recommend this experience to everyone – it is fulfilling and eye-opening, something I am proud to say I was part of."
Haassan Syed is a Ward Befriender at Dewsbury studying at Greenhead Sixth Form College he has completed over 126 hours of volunteering on Ward 9 at Dewsbury. Haassan is so passionate about his volunteering that he actively spoke at Greenhead to a Year 12 Assembly encouraging his peers to join him!

“Volunteering as a ward befriender is something anyone can do, but for those interested in a career in healthcare I would highly recommend this scheme. I’ve been able to develop many of the employability skills needed not only for working in healthcare but are required to be successful in a variety of careers.

“I did my volunteering at Dewsbury hospital and it has given me a real insight into hospital life. Working on an assessment ward has allowed me to interact with a plethora of patients with varying conditions, such as dementia patients. Being a part of a multi-disciplinary team has also allowed me to improve my communication and teamwork skills by interacting with staff members when serving food or assisting in a patient transfer. A major part of my role is talking with patients, which not only helped me teach me about patient confidentiality but also how to adapt my communication style for each patient, writing things down for patients who were hard of hearing, and having to actively listen to better understand the patient’s needs.”

We are delighted that schools/colleges have engaged with us to build such a successful programme of recruitment enabling us to invite other wards to benefit from the service. Natalie Phillips is Head of Personal, Social and Health Curriculum at Wakefield Girls High School and has shared this statement with us demonstrating the impact on her students.

“The Ward Befriender Scheme has offered pupils at Wakefield Girls High School a fantastic opportunity to acquire new life skills as well as giving them the opportunity to ‘give something back’ and help other people.

Each pupil had a different reason for wanting to apply. Many of them are considering a career as a doctor or some other medical profession and saw the value of hands on experience in a hospital as a great insight into what they may have to do and as valuable experience to discuss in university and future career interviews. They have said that the experience has been invaluable and has ‘opened their eyes’ into some of the tasks and jobs that they would need to do, that they had never even considered or knew about.

“They have also said that they have more confidence in talking to people/patients and feel that they have a better understanding of how to approach people which will help them in the future.

“All the pupils who have taken on the Ward Befriender role all speak about it with enjoyment and happiness; they have a real sense of achievement that they have helped a person by referring them to a charity or senior member of staff, they reflect on their personal happiness seeing that their time and conversation with a person on the ward has given that person some time to talk, laugh and ‘forget that they are in hospital’.

“They are thankful of all the training provided as they feel this was a great starting point from them, but it’s from time and experience on the ward that they have gained the most from.

“As a school, we are keen to continue the link with the Ward Befrienders as we feel that the experience are skills that can’t be taught in a classroom, an outstanding insight into the medical profession for pupils who are thinking of a career in medicine, an opportunity for pupils to be forward thinking citizens and help others who are vulnerable and in some cases less fortunate than themselves.”
Finally, we have the quantitative outcome of the Ward Befriending Service which has delivered some amazing stats this year!

WARD BEFRIENDERS IN ACTION – HOURS DONATED TO THE MID YORKSHIRE HOSPITALS NHS TRUST.

From 1 January – 31 August 2019 – **6,712 hours** at Pinderfields Hospital, Pontefract Hospital and Dewsbury Hospital.

We have recognised that we need to be both approachable and flexible as an organisation to attract volunteers to join us – it is testament to this approach that we now have Ward Befrienders wanting to return to Voluntary Services when they are home from University and continue with their volunteering.

Ward Befrienders recruited in 2016 are now choosing to return in 2019 to volunteer on our wards and who knows they may even choose Mid Yorks when they are looking for their first position of employment!
My name is Rachel Rann and I manage Ward 8 at the Dewsbury site. I have had the pleasure of being involved with Voluntary Services and have welcomed Ward Befrienders onto the ward to support the wellbeing of our patients. Many of our patients are medically fit and are waiting for discharge to care homes or awaiting an increase in their package of care at home.

The Ward Befrienders are able to provide much needed stimulation for our patients and assist in giving time for conversations, games, tea parties and activities such as dominoes and cards. Patients also listen to music with the Ward Befrienders and generally have some engagement and time to enjoy themselves. We have 2 Pets for Therapy dogs that visit the ward on a Monday and Thursday and the patients love to meet the dogs and enjoy their visits.

I am really passionate about supporting the Ward Befrienders and offering guidance and experience to them. The Ward Befrienders are our future workforce and in a time when we have so many nursing vacancies it is important to encourage these young people to engage with the hospital setting and older people, as well as encourage them to want to work within our hospitals.

Here is what three of our Ward Befrienders had to say about their experience working on Ward 8.

**SHABAAN AKBER HANIF**

‘Volunteering in Ward 8 is a different experience each week, but it is definitely worth it! I get to know new people every time I come and there is something new to do. It’s good to know that my presence is making a difference to somebody else’s day, but what is even better is that this helps us to develop as a more mature person.’

**TIYA ALI**

‘Volunteering in Ward 8 is always a rewarding experience. The staff are always helpful and welcome us each week. The favourite thing for me is seeing the happy looks on the patients’ faces if we have helped them, even in a small way. I love this position and would not change a thing.’

**SUMAIRAH KAUSER**

‘My name is Sumairah Kauser I have been doing volunteering at Dewsbury Hospital on Ward 8. My shift hours are Tuesday and Wednesday 12pm till 4pm. I enjoy working on the ward as the staff are friendly and helpful. My role was to talk to patients giving them tea and food and helping them with any support that was needed. I would like to get a job in the hospital environment working as a domestic. I have also gained 6 months experience working in the hospital where I hope to get a job at the end of my six months volunteering. I would like to say thanks to all the staff for being so helpful, kind and caring in the time I’ve been working at the hospital.’
One of the latest recruits to our MidYorks Pets for Therapy Volunteers are Noodle owned by Natalie Best, Pat the Greyhound owned by Amy Limb, Evie the Bullmastiff owned by Sarah Ellis, Merlin the Labrador owned by Alison Brown, Florence the English Pointer owned by Ally Bavridge, Harris the Labrador owned by Hazel Ackroyd, and Sadie the Golden Labrador owned by Karen Watson!! This now brings the total to 10 up from 2 over the last year! - Luca with Ann Page visiting PGH and PGI along with Monty the Black Labrador owned by Christine Redfern now have company. We have complied with the RCN’s revised guidance and procedures for PATs in 2018 to ensure that we meet criteria based around infection control.

These wonderful dogs bring joy, comfort and companionship to our patients who so appreciate being able to touch and stroke a friendly animal whilst they are in hospital. Patients who are recovering from a stroke and admitted to our stroke/rehab wards look forward to a visit from our Pets for Therapy volunteers as do our patients now on ICU in Pinderfields a very recent addition to our PAT visiting schedule! It is well known (and scientifically proven) that interaction with gentle friendly pets brings significant benefits. Ranging from lower blood pressure, releases endorphins (oxytocin) that have a calming effect as well providing comfort, reduces anxiety and lifting spirits to reduce the impact of depression.

Noodle is a Bedlington Terrier and last week visited Pinderfields Intensive Care Unit giving lots of doggy cuddles to staff and patients brightening up their day and bringing a smile to patients and staff. Noodle’s owner Natalie…… has been a Pets as Therapy volunteer for six years now and is also able to assess your pet to let you know if he/she would make a good PAT Volunteer. We are really delighted to welcome Natalie to the volunteer team who is planning on visiting ICU on a fortnightly basis. If you are interested in learning more about PAT please do get in touch with Voluntary Services.
Dr Stephen Fletcher, Consultant in Anaesthesia and Intensive Care Medicine forwarded the following feedback from Noodle’s recent visit: ‘Many, many thanks for organising the PAT dog for ICU. Noodles visited last week and was a great hit with staff and patients alike, particularly one of our long stay patients who had been very down. Sadly I was at DDH when Noodles came. Please pass on our thanks to his owner, hopefully I will be there next time he visits.

Natalie says: ‘In term time I also visit Leeds Met University going to the student union with other PAT dogs they are extremely popular the dogs are like pop stars with students queuing up for cuddles that provide them with comfort and joy! We visited ICU with Noodle last week she had a lovely time, lots of cuddles with staff and patients so hopefully made a bit of a difference, the dogs will alternate fortnightly visiting’

Pat the graceful greyhound is currently visiting Stroke/Rehab ward at Pontefract Hospital he is such a wonderful listener increasing a sense of community and socialization on the ward as the patients chat to Pat and each other whilst he is visiting! Pat is a rescue greyhound belonging to Amy who happily comes into the hospital not phased at all by the environment but happy to visit the patients and staff. The staff are thrilled to see him just as much as the patients giving Pat a wonderful ‘doggy’ grin to match the patient’s smiles!

Amy says: ‘We had a really fantastic session this week, Pat was in such great demand on the ward which was so lovely. One lady said that she just couldn’t wait to see him again, her face just lit up when we came to her bed. It’s so rewarding to see people so happy when we visit.’
VOLUNTEERING CAN LEAD TO MUCH MORE IN HOSPITAL RADIO

Tucked away in a quiet corner of Dewsbury and District Hospital is a voluntary service which has been entertaining patients and staff of local hospitals since 1952.

HWD Hospital Radio has a small army of volunteers who give up their spare time to present a wide variety of programmes, collect requests from the wards and bring you the latest sporting action each week.

The station – which you can now hear anywhere where there’s an internet connection, thanks to new technology – started its life at the former Batley Hospital and moved to purpose-built studios in Dewsbury when the revamped hospital opened its doors in the late 1980s.

Chairman Mike Binns said: “Studies have shown that hospital radio is good for the patients because it gives them something to listen to and get involved with during their hospital stay.

“There’s also that familiarity with the music they enjoy and we can connect them to their relatives at home, so they are never far away from someone they know.”

The station is always in need of new volunteers, whether that’s to sit behind the microphone, commentate on local sports games, or visit the wards to chat to patients and collect requests for its popular Sunday morning You Pick The Mix show.

One of its newest volunteers is Mike Robb, who some of you may already know through his work in Dewsbury and District Hospital’s coffee shop. Mike got involved with HWD Hospital Radio because of his love of cricket and now co-presents its Saturday Sportstime show.

“I met some of the presenters at the volunteers’ Christmas party, got chatting to them and arranged a visit to the studio,” said Mike, a former wholesale confectioner.

“I wanted to share my passion for sport – particularly cricket – so this seemed like the ideal way to do it.

“For me, being a volunteer is always rewarding as it gives me an opportunity to put something back into society. You have to always be aware that patients and visitors may be going through a very difficult and emotional period in their lives, so you need to show both support and compassion.”

If you’re interested in getting involved with HWD Hospital Radio, in whatever role, you can get in touch with them via hwdhospitalradio.com or call the studio on 01924 816262 during evenings and weekends.

Article kindly provided Simon Parrock, HWD radio volunteer

How to listen to HWD Hospital Radio

1. Open a web browser
2. Type in this address: hwdhospitalradio.com
3. Click on Listen Live
4. Turn up the volume to hear us.

In NHS Wi-Fi enabled areas you can connect to Wi-Fi by signing in with your name and email address.
Building on café developments over the last 18 months, MY Volunteer Café has new branding. A warm welcome awaits customers; a fresh coat of paint has brightened up the café environment along with a new menu board, table top information and an extended product range.

Great to see the improvements to the volunteer cafe at @DewsHospital. Great facility, lovely people working there and wonderful things to eat and drink! Call in for a cuppa if you’re in the area! @MYHTvolunteer @MidYorkshireNHS
COLLABORATIVE WORKING BETWEEN VOLUNTEERS AND STAFF

EMERGENCY DEPARTMENT PATIENT EXPERIENCE WORKSHOP – 19 JUNE 2019

A&E Volunteers Brenda Pearson, Richard Odai, Barry Hanley, Keith Newsome and Stewart Kaye, were invited to attend and participate in a Trust wide Emergency Department Patient Experience Workshop. The workshop was based on helping to identify areas for improvement, agree some quick wins and longer term priorities all based around improving patient experience in our A & E Departments.

A & E staff from Pinderfields and Dewsbury attended along with our A & E volunteers enabling the staff to benefit from the volunteer’s experience of talking to patients in A & E along with their relatives and carers. The volunteer’s feedback to the staff about their own personal experiences of using our services, as well as those of patients who the volunteers have supported and helped in A&E, proved invaluable.

The volunteers were able to contribute to identify areas for improvement and to agree some quick wins and longer term priorities that will benefit our patients in A & E. It provided an opportunity for our volunteers to gain a greater understanding of the challenges and barriers that face our staff working in A & E.

Ann Wathall – (Senior Matron for Patient Experience) said: "we really valued the volunteers giving their time to work together with MYHT staff in co-design to review what patients say about our ED departments, to identify areas for improvement and to agree some quick wins and longer term priorities. The insight, both from those who volunteer in the Emergency Department or other areas of the hospitals, alongside their personal experiences of using our services, enabled discussions and priorities to be identified. The event helped foster relationships to try and ensure volunteers feel supported and valued, and the staff and patients benefit from the invaluable time given".
It was great that the volunteers could be included in this way it demonstrates how we value their opinions and thoughts... makes such a difference.

I found it both interesting and a great opportunity for me to make new links/networks that can help me to support our volunteers and ultimately help with retention too.

Very good insight into patient’s experiences. Good to know what improvements need to be made.

Really pleased that Voluntary Services/Volunteers have been invited to contribute. Thank you. Good to learn about A & E more and meet colleagues etc...

Really enjoyed this morning and I will go back to the office with all this info and try and to relate it to my colleagues.

Very Interesting. Good to get varied opinions and new ideas to implement, to improve patient experience.
Thank you to all those members of staff, patients and visitors who nominated volunteers for the volunteer of the year award.

Volunteers in Cancer Services - 2019 Celebrating Excellence Awards winner

The volunteers in Administration and the Macmillan Information Centre are an invaluable part of cancer services and give their time with enthusiasm and dedication.

The administration volunteers deal with sensitive and confidential information and support the administration of 250,000 fast track cancer referrals each year. They have developed effective ways of working alongside the Cancer Services team.

The Macmillan Centre volunteers are sympathetic to the needs of cancer patients and their families, as a result of their own experiences as cancer patients. Macmillan befriending volunteers visit patients on the wards, listen to their concerns and provide company. They promote the service at the Information Centre and refer to qualified staff when required.

Katrina Tyldsley, who nominated the volunteers said: “In these two areas, the volunteers help us to keep our patients safe and allow us to provide an excellent patient experience.”

Penny Hartley Division of Surgery Volunteer

Penny is the nominated patient stakeholder representative for the Division of Surgery. She attends the divisional patient and staff experience groups and offers a personal insight into the patient journey. Penny goes above and beyond to support the division – she visits wards and departments to speak to staff, patients and visitors to fully understand the issues and challenges faced and works with the teams to offer solutions.

Penny always greets staff with a smile and a warm introduction. She has the ability to understand how others are feeling and can ask the appropriate question in the right manner, eliciting the best response.

Kerry Zastepa, who nominated Penny, said: “Confidentiality is always maintained, and staff feel able to be honest with Penny, explaining their concerns without fear that confidences will be broken.”

Carolyn Drabble Ophthalmology Volunteer

Many ophthalmology patients are elderly and when they attend clinic it is an anxious time for them. As an empathetic member of the team Carolyn offers them reassurance and support.

By listening and chatting to them Carolyn puts patients at their ease whilst they wait for their consultation and often chooses to sit with unaccompanied elderly patients, providing reassurance and a listening ear.

Carolyn is skilled at identifying challenging situations and if waiting times are extended will act promptly to calm anxious patients.

Jane Hopkins, who nominated Carolyn, said: “Carolyn’s winning smile and her natural ability to put patients at ease is just lovely to see.”
“I volunteered on the children’s ward for 16 months. I feel very lucky to have been given the opportunity to volunteer on the Children’s ward at Pinderfields hospital. I applied to gain experience and build my confidence as I was applying for Children’s nursing at university. Volunteering on the ward confirmed that I was on the right journey. Volunteering has really shown me how everyone works together to keep the hospital running smoothly. Every person in the building was friendly and warming to me being there which was comforting throughout. Leaving my shift and knowing that I had helped free up a healthcare professional’s time was rewarding. Being a part of the volunteering team and making a patients and their family’s stay in hospital a little less scary was also very important to me. I am now studying Children’s nursing at Huddersfield University. I would recommend volunteering to anyone wishing to make a difference and gain confidence and communication skills, it honestly changed my life.”

Kind regards,

Gabby
Many, many thanks for organising the PAT dog for ICU. Noodles visited last week and was a great hit with staff and patients alike, particularly one of our long stay patients who had been very down.

Dr Stephen Fletcher, Consultant in Anaesthesia and Intensive Care Medicine

I attended Dewsbury hospital for the first time for an induction day. I was greeted by the most lovely, helpful chap, a hospital volunteer. Mr Kaye put himself out for me that morning and for that I am truly grateful and he deserves to be recognised for the good that he does, just because he wants to. What a lovely man!

Debra Mugridge

I attempted to get myself to maternity triage at 40 plus 5 days and soon realised I couldn’t due to being in agony. I was slightly delirious with the pain, crying and really was not coping. A lot of people walked by but one lady, a volunteer in yellow stopped checked on me and assisted me on my way to the ward and also asked another person to help. She really needs to be thanked and recognised. She really helped me more than she will know.

I have not had a chance or presence of mind to thank you for the last volunteers meeting. It was as ever very good to meet with other volunteers and also be kept up to date with what is going on in the Trust and within voluntary services.

Mary O’Connell, Chaplaincy Visitor

I just got my results on Thursday and I got the grades that I needed to do Medicine :)

I’m really going to miss coming in, and I’d just like to say thank you for giving me the chance to volunteer as I don’t think I would have gotten in to university without it and I gained so much valuable experience.

Andzelika Duda

Our volunteers are not paid – not because they are worthless, but because they are PRICELESS!

From Dianne Payne, volunteer with MY Volunteer Café Dewsbury

❤️ Caring   ⭐ High Standards   ⚽️ Respect   🔄 Improving