Voluntary Services Contact details:

Tel: 01274 364309 or 01274 382860

Email: Volunteer.Information@bthft.nhs.uk

Postal Address:
Voluntary Services Department
Bradford Royal Infirmary
Duckworth Lane
Bradford
BD9 6RJ

For more information via the website, please visit:
www.bradfordhospitals.nhs.uk/voluntary-services

Everyone has something to offer. We're only an e-mail or phone call away but please feel free to call in if you are passing the department!
How do I apply to become a volunteer?

Application forms are available on request. They can be requested online by completing an application request form at [www.bradfordhospitals.nhs.uk/patients/voluntary-services](http://www.bradfordhospitals.nhs.uk/patients/voluntary-services).

Alternatively an application form can be requested by calling the Voluntary services department on 01274 364309 or 01274 382860 or you can pick one up from the Voluntary Service Department at Bradford Royal Infirmary.

On receipt of your completed application form you will be contacted to make an appointment for an informal interview.

Successful applicants are invited to an induction day, where relevant information and training is given. Placements are then arranged to commence as soon after induction as possible.

There are volunteering opportunities at Bradford Royal Infirmary, St Luke’s Hospital and local community hospitals.

If you would like to apply to become a Volunteer within Bradford Teaching Hospitals NHS Trust, or would like more information, please contact the Voluntary Services Department. The details may be found on the back of this leaflet.
Home knitting and craft work  There are some of our volunteers who are not able to get into the hospital on a regular basis, either owing to illness, limited mobility or simply because they have too many other commitments. They are still able to help though, in the form of home knitting, handmade cards and other craft work. These items are then sold to help raise funds for the hospitals. Some volunteers prefer baking cakes and other goodies for our table top sales. Everyone looks forward to those!

Fundraising  Many of our volunteers like to help through raising funds for the hospitals. The Friends of St Luke’s and the Friends of Bradford Royal Infirmary often have fundraising projects throughout the year including raffles, table top sales, cake stalls, craft stalls and charity fairs.

Why become a volunteer?
Volunteering can:

- Help to build confidence and communication skills
- Provide the opportunity to help your local hospital
- Provide the opportunity to gain experience within a health care setting
- Provide the evidence of experience often required for CV’s for application to Universities
- Help you to find a new direction after early retirement, prolonged illness or the loss of a partner
- Provide the opportunity to meet new friends, become part of a team and have fun!

What can volunteers do?
Hospital volunteers perform duties which enhance existing services and improve the quality of patient care. They have many different roles, including:

- Guiding – helping people find their way around the hospital and in the outpatient departments
- Hospital Radio – providing informative and entertaining programmes that are dedicated to patients
- Patient Support Volunteer – helping on the wards serving refreshments, chatting to patients, escorting patients to other departments and feeding patients
- Tea Bars – selling sandwiches, tea, toast and other refreshments
Ward Trolley Services – for patients and staff on the wards selling confectionery, cold drinks, newspapers and magazines via the mobile shop or selling toiletries, gifts and craft work on the smaller trolley

Play assistants helping children to play and keeping them entertained during their stay in hospital or whilst on a clinic visit

What about training and support?
All volunteers are:

- Required to attend induction and other mandatory training such as fire & infection control
- Required to undergo the relevant training for their role
- Placed (where possible) with a ‘buddy’ who will help new volunteers to settle and show them what to do
- Reimbursed for out of pocket expenses such as travel expenses
- Provided with a named person to whom they can go for ongoing support and guidance

Who can become a volunteer?
Volunteers at Bradford Teaching Hospitals are welcome from all age groups, cultures and backgrounds

If you are 17 years old or over, you could become a volunteer with Bradford Teaching Hospitals

There is no upper age limit provided you are relatively fit. Volunteers with disabilities are also warmly welcomed

You decide how much time you can offer. Usually this varies from between 2/3 hours to 1/2 days each week

Play Assistants - ENT/Eye OPD, Paediatric Wards (BRI) and Paediatric OPD (SLH) The ENT/Eye OPD at BRI and the Paediatric OPD at SLH have dedicated Paediatric Clinics. Children usually don’t like waiting very long and often become fractious and irritable when they are waiting to go into the clinic to see the doctor. Our Play Assistants help to keep the children occupied whilst they are waiting. They play games, help the children to draw and colour pictures and read stories. According to members of staff, the children are noticeably more cooperative when they have been kept occupied in this way and this has resulted in much more accurate tests and less stressful consultations.

The Paediatric Wards at BRI need similar support from Play Assistants to help occupy the children during their stay in hospital. Children often feel unwell whilst they are in hospital, but they can be very resilient and soon ‘bounce’ back! Play has been proven to be therapeutic and helps speed recovery. This work is challenging but very rewarding. Play Assistants on the wards offer group and one to one play with children. They will work closely with the Play Specialist and other members of staff.

The ability to work with children, often seated lower down at their level, is required. It can get quite chaotic so Play Assistants need to have lots of patience and relate well to children!

Out Patient Areas
Usual Shift Times Monday to Sunday 08.30 am to 12.30 pm, 1.00 pm to 4.00 pm and 4.00 pm to 7.00 pm

Paediatric Wards
Usual Shift Times Monday to Sunday 9.00 am to 12.00 noon and 1.00 pm to 4.00 pm
**Ward Trolley Services (mobile shop)** The Ward Trolley Service goes out to the wards at Bradford Royal Infirmary. This service provides a much needed personal service to our patients, visitors and staff offering the sale of cold drinks, crisps and other confectionery and possibly newspapers and magazines. All funds that are raised through the ward trolley service will be used to improve patient care. Training will be given to use the tills, which are designed for ease of use and include a bar-code scanner. Most of our products will have a bar code on them. For those that don’t, there are individual buttons which are easy to recognise. Regular visits to the ward will make it easy to get to know the customers and build up a friendly rapport with them. Ward Trolley volunteers will work in pairs, so you will always be working with another person. The chosen route taken is designed to avoid meal times and doctors ward rounds. Ward Trolley volunteers will need to have good communication skills and be able to handle cash. They will also need to be physically fit enough to push a trolley around the various wards in the hospital and enjoy being kept busy!

**Usual Shift Times Monday to Friday 10.00 am until 12.00 noon and 2.00 pm until 4.00 pm**

**Lighter Trolley Service** For those who prefer lighter trolley duties, there is a smaller ward trolley service that goes around the wards and departments selling toiletries, second hand books, stationery, knitted goods and craft work and various fun novelties. Volunteers delivering this service need to have good communication skills and to be good at handling of cash, although no till is involved. Whilst this trolley is smaller and lighter, volunteers will still need to be able to push a trolley full of stock around the various wards.

**Usual Shift Times Monday to Friday between 1.00 pm and 4.30 pm**

**More Information About Each Role**

**Patient Support Roles** Good nutrition is vital to any patient’s recovery. Most people will be able to relate to losing their appetite if they feel unwell. Staff at BTH always monitor nutritional intake closely and do all they can to make sure that healthy and appetising meals are made available. Patient Support Volunteers however, are ready with a helping hand to assist those patients who need more support with eating and drinking. They can provide a friendly and sociable experience at meal times, which encourages people to eat and drink, when they might otherwise have found it too much of an effort. Volunteers can also prepare and clear away bedside tables, offer hand wash wipes, serve hot and cold food and drink, open containers and wrappers, chat to patients and generally offer support. Volunteers may be asked to escort patients to other departments, to keep them company until they return to the ward. Staff may also ask volunteers to do other tasks that will help with the smooth running of the ward and to improve the experience of our patients. Wards are open 24 hours each day. Patient Support Volunteers will need to have good communication skills and will need to be able to stand for quite a while and walk short distances.

Often, when older people are in hospital, the days can be long and sometimes a little isolated or lonely. Not everyone has the luxury of having lots of visitors. Our Patient Support Volunteers can help by befriending patients and doing various activities and past times with them. Activities include board games, reading, helping to write letters, jigsaws, to name a few. Shift times vary from ward to ward and will depend on the usual routine, working around meal times and doctors rounds etc. Patient Support Volunteers will need to have good communication skills, patience and understanding.

**Usual Shift Times Monday to Sunday 8.00 am to 10.00 am, 10.00 am to 1.00 pm and 4.00 pm to 6.00 pm**
Guiding  People visit the hospital for many reasons. It may be that they are coming into hospital for an operation, for investigations or to visit a friend or family member. They may be a new member of staff, or someone else who has never been to the hospital before. Whatever the reason, hospitals can be a little bit daunting and confusing. Our volunteer guides are always ready with a smile and a friendly face and happy to help people find their way around. They often work closely with reception staff and like to help them out too. At BTH there guiding roles in the ENT/Eye Out-patient Departments (OPD), in Orthopaedic OPD, in Maternity/Gynaecology OPD and Outpatients West at BRI, in the Horton Wing at SLH and in the main entrances of both out hospitals. Volunteer guides will need to have good communication skills. They will also need to be able to stand for quite a while and to be able to walk long distances.

Usual Shift Times Monday to Friday 9.00am to 12.00 or 1.00pm to 4.00pm

Hospital Radio Volunteers  There is a hospital radio broadcasting service at both hospitals – Radio Royal at BRI and St Luke’s Sound Radio at SLH. Hospital radio volunteers will receive training on how to use the equipment in the studio and how to broadcast a radio show. For those who are good enough, they will be given a regular slot and will be able to broadcast their own show to the patient’s bedside. At SLH, the service has been extended to the OPD areas. At BRI, the service is linked with the Bedside Media system. Radio volunteers also go onto the ward to chat to patients and to take any requests for music tracks that the patient’s may wish to listen to. The hospital radio service is provided over 24 hours, each day, but shift times vary and usually fall during the day or during an evening, including weekends. Radio volunteers often work in pairs but may work alone in the studio, from time to time. Radio volunteers also need to have good communication skills, feel comfortable with chatting along and have a sense of fun!

Tea-bar Helpers  There are two tea-bars at SLH in the Horton Wing OPD and the Welcome Cuppa which is attached to the Extension block. There are three Tea-bars at BRI, in ENT/Eye OPD, in Orthopaedic OPD and in the Maternity Unit. All our tea-bars provide a much needed service to our staff, patients and visitors. We sell sandwiches, hot and cold drinks, toast, crisps, cakes and other confectionery. We currently enjoy a 5 star rating from the Department of the Environmental Health. All the money that is raised through the tea-bars is used to improve patient care through the purchase of items such as equipment and soft furnishings. All our products are pre-packed, with the exception of toast and hot drinks, so there’s no cooking involved. The tills we use are designed for ease of use and include a bar-code scanner. Most of our products will have a bar code on them. For those that don’t, there are individual buttons which are easy to recognise. As most of our tea-bars are situated in or near OPD areas, it is easy to get to know the customers and build up a friendly rapport with them. Tea-bar helpers work in pairs, so you will normally be working with another person. Tea-bar helpers will need to have good communication skills. They will also need to be able to stand for quite a while and enjoy being kept busy!

ENT/Maternity
Usual Shift Times Monday to Friday 08.45 am to 1.00 pm and 1.00 pm to 4.15 pm

Orthopaedic
Usual Shift Times Monday to Friday 8.45 am to 12.00 noon and 12.00 noon to 3.15 pm

Various Shifts Monday to Sunday