

# MTW | Volunteers Newsletter

**NHS**  
Maidstone and  
Tunbridge Wells  
NHS Trust

December 2021

I hope you are all well and I can't quite believe we are rapidly approaching the end of another year!

I would like to thank you all for your support over this last year. Your support makes a real difference to the patient experience and helps us ensure we can continue to deliver outstanding care.

As a volunteer, or by supporting or donating to the MTW Charitable Fund, you really do make a difference – only recently the MTW charity helped the Trust to purchase medical equipment supporting our cardiology and oncology work.

We would like to share with you our latest newsletter, and include information regarding volunteering at MTW.

**Anne-Marie Stevens-Swain** Voluntary Service Manager

*"I love every minute of being a volunteer, as every day is different. We help patients, patients' relatives, support colleagues working in the hospital reception area, nurses and security. Reassuring people who are unwell or providing help and guidance is very rewarding. When reception is busy, MTW staff need our help to be efficient in what they are doing and it's great to be part of that success."*

**Anett Toth**

## Volunteering opportunities

**Want to make a difference to patient care?** Then why not join MTW as a volunteer! There are lots of opportunities to get involved from providing support on our wards, taking surveys for clinical trials, providing help in the hospital reception, or working with the chaplaincy team. There will be another drive for volunteers from 17 to 31 January 2022, if you know anyone who would like to get involved and join the amazing team here at MTW please visit [www.mtw.nhs.uk/get-involved/volunteering](http://www.mtw.nhs.uk/get-involved/volunteering) or email us at [mtw-tr.volunteers@nhs.net](mailto:mtw-tr.volunteers@nhs.net)

Trials are now taking place on wards at both sites with the aim of volunteers returning to help on wards again. If you are an MTW staff member and need help from volunteers on your ward, please email [mtw-tr.volunteers@nhs.net](mailto:mtw-tr.volunteers@nhs.net) and we can send you a quick form to complete.

## Latest information on COVID-19

To protect you, our patients and our staff from COVID-19, please remember that the following safety measures remain in place across our sites:

- You must wear a hospital-issued mask at all times unless exempt.
- You must comply with front door temperature checks.
- We still require all volunteers to undertake a lateral flow test twice a week and register results on the MTW portal. Test kits can be ordered from the Government website [www.gov.uk/order-coronavirus-rapid-lateral-flow-tests](http://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests)
- No relatives are permitted to accompany the patient for appointments unless the patient is under 18 or in need of a registered carer.

- Each patient can now nominate two visitors to visit each day for one hour and visitors will not need to be named. Please note that visiting restrictions are regularly reviewed.
- Please do not visit our hospital sites if you have any COVID-19 symptoms yourself or if members of your family have any symptoms – even those who are fully vaccinated. Please do not visit our sites if you have been in contact with anyone who is COVID positive.



HANDS



FACE



SPACE

# Welcoming Emerge to the Trust

Emerge Advocacy offers a caring and compassionate service to children and young adults (aged 10-25 years), supporting those who attend hospital due to self-harm, suicide attempt or emotional crisis.

The Emerge Advocacy team is now at Tunbridge Wells Hospital's paediatric Emergency Department (ED) between 7pm and 11pm three nights per week (initially Tuesdays, Wednesdays and Thursdays) to support children and young people who find themselves in ED because they are struggling with mental health issues. Any child or young person attending the ED at Maidstone Hospital can be referred to

the Emerge Advocacy team who will contact the young person by phone and arrange to meet them in person either on the same day or at a later date.

We are very grateful to the Emerge project for joining us at MTW, and look forward to working with them on this project. More information can be found here: <https://emergeadvocacy.com/about-us/>



## Patient Partner

Here at MTW we strive to have a culture where the voices of our patients, their carers and families are at the heart of everything we do.

A key part of this vision is ensuring we hear from patients and families throughout the hospital, to do this we need your help.

**We are looking to recruit Patient Partners** – these will be volunteers at both our hospital sites. They will help fill out our Friends and Family Test forms, talk to patients about their experiences as well as working closely with the staff to help improve the service for others.

Patient Partners will be leaders in the area they work in to feed the information they hear from patients back to our patient experience team. They will be a crucial element in listening and evidencing a case for change.

If you can help please get in touch  
[mtw-tr.volunteers@nhs.net](mailto:mtw-tr.volunteers@nhs.net)



## Volunteers News

**Please remember to check** and complete volunteer passports

**We are opening the Better Impact software** to all volunteers with the aim to replace paper sign-in in January 2022.

**We have just completed** our first volunteer recruitment drive post COVID-19 lockdowns and are delighted to report that we have a huge level of support coming in – we look forward to welcoming them into the Trust very soon!



## Helping hand – links for audiobooks

As the nights draw in and many of us are at home, it's worth remembering the importance of a good book. Here's a few links to some free audiobook sites. Top recommendation – Christmas Carol!

Open Culture [www.openculture.com/freeaudiobooks](http://www.openculture.com/freeaudiobooks)

LibriVox (also has an app) <https://librivox.org/>

For young adults Lit2go <https://etc.usf.edu/lit2go/>

Newer releases <https://www.scribd.com/>

Christmas Carol  
<https://www.youtube.com/watch?v=I84N93vGQIA>



## Awards

It's important to remember those that do so much for so little and it's always nice to see them rewarded. Recently, the group of volunteers working at the central hub in Tunbridge Wells Hospital were nominated for 'Best Group' in this year's Tunbridge Wells 'Love Where We Live Awards'. A fantastic achievement and well deserved.



## Contact us

If you wish to join the amazing team here please go to:

 [www.mtw.nhs.uk/get-involved/volunteering](http://www.mtw.nhs.uk/get-involved/volunteering)

 or email us at [mtw-tr.volunteers@nhs.net](mailto:mtw-tr.volunteers@nhs.net)

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