

# MTW | Volunteers Newsletter

**NHS**  
Maidstone and  
Tunbridge Wells  
NHS Trust

February 2022

With spring on the horizon, I am delighted to welcome all our new volunteers onto the team and welcome back those volunteers who have returned.

It is lovely to see so many faces again, please remember George and I are always on the end of the phone, or feel free to drop in and see us.

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

## Volunteer of the year 2021

We would really like to give a special mention to David Coleby for all of his hard work and dedication to volunteering. David will help out absolutely anybody and 9 times out of 10 you will find him undertaking the front door admin roles, even in the blistering cold and standing for hours you will never catch him complaining.

He is absolutely wonderful and always has a smile on his face, making such a difference to patients coming in. In behalf of Team MTW,  
*a big thank you to David!*



## Volunteer opportunities



**Do you want to help us make a difference to patient care?** Then why not join MTW as a volunteer!

There are lots of opportunities to get involved in this year, including our young advisory group and End of Life volunteers – both starting in the coming months. We are also seeing the return of the green team and Pets As Therapy (PAT) dogs.

There will be another recruitment drive for volunteers from 16 to 30 May, 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)

Successful trials of returning volunteers to the wards at both sites mean we are aiming to have 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.
- 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 PAT dogs

**Pets As Therapy (PAT)** is a national charity that enhances the health and wellbeing of thousands of people in communities across the UK. The charity aims to ensure that everyone, no matter their circumstances, has access to the companionship of an animal.

Volunteers and their friendly pets will be visiting both of our hospital sites over the coming months, we hope they bring smiles to many faces. This service will be available to staff and volunteers only at the moment so keep an eye out for a chance to come stroke and cuddle a dog or cat.



## Spotlight on – The Hub

The award-winning teams that make up the Hub are at the heart of the Trust's patient support network. The volunteers staffing the Hub can be found in the main entrance at Maidstone Hospital and Tunbridge Wells Hospital.

The volunteers have many roles, including handing out masks; escorting able bodied and wheelchair bound patients to their outpatient appointments and providing people with directions around the sites.

This is the first role many of our volunteers undertake when they join team MTW. It's a great opportunity to meet other volunteers, discover what aspects of hospital life you enjoy and gives you the chance to develop your confidence.

*"It's amazing to be able help people as they come in, if they are anxious or nervous. The power that a smile and a cheery wave can have. I worked on the wards in patient support before the COVID-19 pandemic and now volunteer at the welcome desk. It's been incredibly rewarding to be able to help with such a mix of people."*

**David Coleby** – MTW's Volunteer of the Year 2021

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

## Volunteers News

We have just completed our second volunteer recruitment drive post COVID-19 lockdowns and are delighted to report a huge level of support coming in. You might have seen some familiar faces recently featuring on our social media channels. We look forward to welcoming our new volunteers into the Trust very soon!



## Helping hand – Relaxing with games

If you're on the go or sitting down, simple games and puzzles are a good way to pass the time, keep active or even learn something new. We have provided a few sites and apps that are worth trying – all of these can be found on your phones or computers for free.

Wordle (a daily word game) [www.powerlanguage.co.uk/wordle](http://www.powerlanguage.co.uk/wordle)

Sudoku <https://sudoku.com>

Solitaire <https://solitaired.com>

Chess <https://www.chess.com>

Jigsaw <https://www.jigsawplanet.com>

Mah-jong <https://freemahjong.org>

## 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)

 **01622 224719**

**There will be new roles** coming out over the next few months, if you are interested in trying something new let the volunteer services team know.

**Staff members can now join up** as volunteers, this can be a great chance to become part of the community or just spend time with patients.