Volunteers Meeting

15th April 2014 – Summary of Issues

Pushers

Recruitment issues – students help greatly at CRH. None at HRI. Use Xn Union at Uni or school

Late or no shows puts a lot of pressure on the remaining vols esp if there are a lot of patients wanting to come down.

Time wasted trying to gain access to ward – more fobs.

Code of Conduct / induction material – send to old-established vols?

What to od if not well on Sunday am?

Do not feel integrated into chaplaincy – do not know other pushers.

CRH – no contact details for each other for swopping.

Explain content of service to patients / template staff could use

Ask ward staff to suggest what would help them to get pts. identified.

Wider use of hymns – newer hymn books (CRH)

Role needs to be known in churches people come from – follow up to people on discharge who have attended service.

Ensure people know they can hear service on Radio.

If blankets are given out, how are they to be treated from an infection-control aspect?

Visitors

Direction needed as to where to visit.

Continue with socialisation / ward lists

Issue of getting onto wards.

Patients names not always available at bedside, etc. Can be difficult to get names.

Vol can be very isolated – nobody in chaplaincy when they are visiting. Need support and to feel part of a team.

No opportunity to pray as a team. Have a blessing before going onto the wards.

More literature needed.

More co-ordination within the chaplaincy for who does what – e.g. responsible for the list?

Better contact and info with chaplains and vols.

Chaplaincy is a catalyst for volunteers – CRH not acceptable.

Integration into ward staff important. Not always visiting same wards each week (HRI?)

Difficulty with protected visiting and relatives present – no-one to see.

Parking problems – esp CRH

Better publicity of chaplaincy and services.

Generally

Tighten up on ensuring everyone has a badge ID and sign in and out. Make sure everyone knows the keypad number to get in the offices.

For a discussion of the role of volunteers and their contribution, please see the “We work together to get results” section.