

news & views

your newsletter from Healthwatch Redbridge
issue 6 - Volunteer Special: Summer 2016

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Please note that the views
expressed by contributors
are not necessarily those
of Healthwatch Redbridge.

Do you live in Redbridge & want to make a difference to local health & care services? **Volunteer with Healthwatch Redbridge!**

Here at Healthwatch Redbridge, we have over 40 volunteers without whom we could not manage to complete our work. Our volunteers are diverse, reflecting the community we work in.



Support session for some of our Enter & View volunteers

Our volunteers work in a range of roles: from administration support to Enter and View Authorised Representatives (see volunteering opportunities for more information on this role) to Board members. They bring years of experience and tonnes of skills and knowledge to help support our work.

Volunteering enables people to gain new skills and brush up on existing ones such as communication skills, team work building confidence. Some volunteers use these skills to move on into paid work, whilst others want to help local people in their community.

We are also very pleased to announce that Healthwatch Redbridge have recently obtained the Volunteer Charter mark, which means the charity commits to the ten principles of good practice to support and strengthen the role of volunteers within our organisation. These principals can be found on our website.

To celebrate Volunteer Week (1-12 June) and as a thank you for the commitment they show; we recently arrange a day trip to Southend (see page 2). This newsletter is dedicated to volunteers; both those who support our work now and to those who might like to find out about the new opportunities we have.

Miranda Peers
Volunteer Co-ordinator



To Southend - With thanks...



Above: Our volunteers on the Southend Pier Train.

As a thank you to all Healthwatch Redbridge Volunteers, we were invited on a trip to Southend-on-Sea to celebrate National Volunteer Week. I have to say having volunteered in the past, I know not every organisation is able to reward their volunteers in this way.

I was one of the many volunteers that went on this trip. It was to show appreciation for all the hard work the volunteers have done over the last year. It was a really fun and interesting day, which was enjoyed by many.

We got to visit the Sea-Life Centre, where we got to see some of the most amazing marine life. It was lunch straight after with a good and varied menu, although most people opted for the fish and chips, where we played a fun game organised by Healthwatch staff, that helped us to get to know each other better. The afternoon ended with a trip in the Pier Train to the end of Southend Pier, the longest Pier in England. Although the weather was not so brilliant, luckily we didn't get rained on.

The staff at Healthwatch Redbridge co-ordinated it so brilliantly, which meant no one got lost! Our visit to sea life, lunch and ride on the train at the pier were all paid for by Healthwatch Redbridge and a good time was had by all!

Seema Mahandru (Office Volunteer)



Above: Our Volunteers that came with us to Southend



From volunteering to part time work.

Through volunteering with Healthwatch Redbridge, Chhayal Patel now has a part time job for Redbridge Concern for Mental Health and admits volunteering at Healthwatch helped her.

'I have worked for Healthwatch Redbridge (HWR) since August 2015.

Within this time I have carried out various tasks such as updating the data base, inputting information into Excel spreadsheet and phoning GP practices to arrange a slot for Patient Participation Group (PPG) meeting.

Whilst volunteering with Healthwatch, I was involved in a project regarding Mental Health in Adults. The project involved collating and obtaining information about the different organisations that provide mental health services in Redbridge. In addition to using the internet for research, I also used the Redbridge Concern for Mental Health (RCMH) reference book. All the information collected was tabulated in Microsoft Excel.

Having worked for HWR I have gained various skills and built my confidence back up in a working environment. I am now working at RCMH as a Service User Representative doing sessional hours. This job entails giving presentations to schools and other Organisations. So far I have only buddied presentations with my colleagues but I will ultimately be giving them on my own. My role will also entail carrying out workshops for service users and carers.

I have only recently started this post in April 2016 but I'm looking forward to using the skills that I developed as a volunteer.'



Please contact our Volunteer Coordinator, Miranda on 0208 553 1236 or email Miranda@healthwatchredbridge.co.uk for further information and an application pack.

Volunteering Opportunities

We are currently recruiting for two roles.

Enter & View Representatives

Healthwatch's are able to enter & view any premises where health or social care services are provided, for example hospital wards, care homes, GP practices, opticians and dentists. Each Enter & View visit is carried out for a specific reason. Some of our recent visits have looked at complaints systems within GP Practices, dignity and respect in Care Homes and asking service users about accessing health and social care services.

Representatives need to be local to Redbridge, a member of Healthwatch Redbridge and have some knowledge of health and social care services, gained through work or volunteering, or through personal experience. You will also need a strong desire to work for, connect with and represent the views of users and patients.

The deadline for application forms is Midnight on Wednesday 24th August. Interviews will be held on Wednesday 31st August.

The compulsory one-day training course is on Tuesday 13th September.



Volunteer Sandeep at a local event

Community Outreach

Volunteers will be required to support our work in the community by visiting community groups, libraries and hospitals with a different place to go in the borough every week.

It is about engaging members of public and getting their feedback on health and social care services across the borough and representing Healthwatch. As well as this, you will also help to promote the work that Healthwatch Redbridge is currently doing and encouraging members of the public to become Healthwatch members.



could **you** be a volunteer for
Healthwatch Redbridge?

If you would like to find out more about volunteering opportunities at Healthwatch Redbridge please visit www.healthwatchredbridge.co.uk for more information.

Or you can contact Miranda on 0 **020 8553 1236** or email Miranda@healthwatchredbridge.co.uk