



Busy Bees

United Lincolnshire Hospitals NHS Trust



New volunteering scheme Launched 2022



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Who are the Busy Bees?

The Busy Bees is a four-month pilot-scheme aimed at helping to relieve pressures on our staff in the busiest areas of both Pilgrim Hospital and Lincoln County Hospital. If successful, we want to make this a permanent service.

The Busy Bees are a new group of volunteers running alongside our current volunteering service who will not be permanently placed in a location in the Trust.

Instead, the Busy Bees will be response volunteers who can react to real-time situations and have the fluidity to move around different wards and departments, creating a dynamic and varied new role.

The new scheme will allow us to utilise the freely given time of our volunteers in a more effective way and allow staff the opportunity to request additional support when required, either for a day or two or even just for an hour.

The appointed Voluntary Services Supervisor on each site will accept requests from members of staff and facilitate them where possible with the use of Busy Bees. As the team of Busy Bees grows, more requests will be completed and this will help to ease the burden on our staff who are currently experiencing high levels of pressure, enabling them to focus on providing better care to patients with the support of the volunteering service.



What will the Busy Bees do?

Busy Bees will be able to do a wide range of generic non-clinical activities as well as specific duties based on the needs of certain areas depending on the type of help that is required. Some examples of these duties can include:



Keeping patients company and providing emotional and practical support



Running errands to allow staff to remain on wards

- These may include things such as taking samples to the lab, going to the pharmacy to collect or drop off prescriptions, collecting items from stores to ensure that wards are fully stocked etc.



Escorting patients around the hospital

- Busy Bees will be wheelchair trained and only required to move patients who are fit enough to be transported by wheelchair
- Volunteers will not ever be asked to handle patients



Assisting with the distribution of food and drink

- On wards this can include helping with menus, handing out lunches, doing tea and coffee rounds and also cleaning up following mealtimes
- Food and drink also needs distribution in waiting rooms such as in the Emergency Department



Supporting with admin tasks

- e.g. answering phones, posting letters, building packs for patient notes



Meeting and greeting visitors and relatives



Supporting virtual visiting

This list is not extensive and there are many more opportunities for Busy Bees to support our Trust...



What type of people are we looking for?

We are looking for Busy Bees of all ages and backgrounds to join our team to provide a diverse group of people with a wide-range of experience.

Our Busy Bees will need to be over the age of 18 and are required to pass a DBS check.

Person Specification and Requirements	
Good communication skills	Ability to follow instructions
Willingness to help and support staff and patients	Ability to liaise with professional staff at all levels
Ability to demonstrate empathy and compassion	Adaptable and willing to learn
Calm and composed	Punctual and reliable
Ability to work independently and as part of a team	Comfortable working in a fast paced environment
Understanding of need for confidentiality	Commitment to uphold the trusts core values and NHS policies
Flexible and responsive- able to think on one's feet and to change activities quickly throughout a shift	As the role may involve lots of walking around the trust, volunteers must be able to physically manage this

What days/hours will Busy Bees need to commit?

Our Busy Bees will be required to offer around 4 hours a week for 6 months or a 100-hour minimum commitment. The times and days will be flexible and will work around the volunteers availability.

Busy Bees will let their nominated supervisor know if they are unable to attend or would like to change their days/hours either permanently or just on a one-off basis.



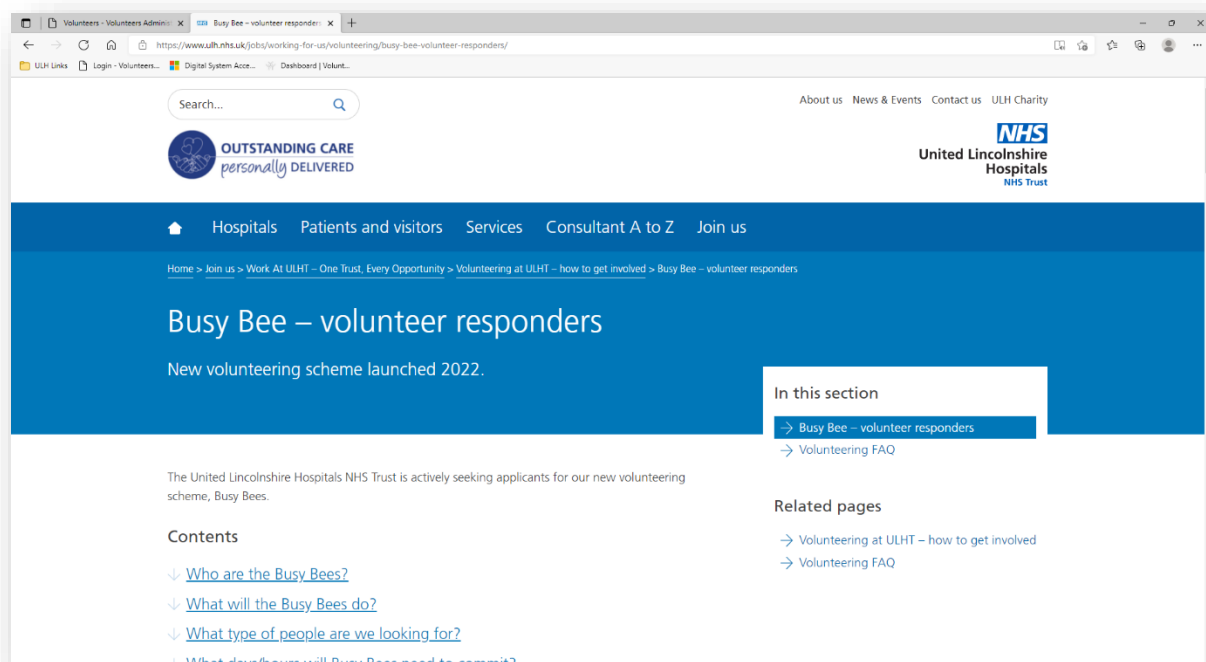
How can you get involved?

In order to apply to become a Busy Bee there are various methods to help you register your interest:

Our website

www.ulh.nhs.uk/jobs/working-for-us/volunteering/busy-bee-volunteer-responders/

has further information and the application form.



You can also email voluntary.services@ulh.nhs.uk or phone:

Lincoln site- (01522) 597838

Pilgrim site- (01205) 446873

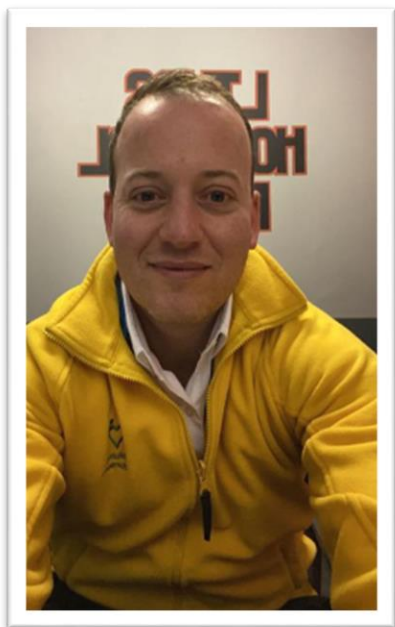
The Main Receptions of both our sites also have more information and copies of the application forms

If you are out around our Hospitals and see our current volunteers in our signature yellow polo shirts, feel free to stop and ask them for help on how to apply, they are more than happy to help



Meet the team

In order to get the Busy Bees up and running, two Voluntary Services Supervisors have been appointed on either site:



**Pilgrim Hospital
Boston**

Scott Kyle



**Lincoln County
Hospital**

Alex Measures

Get in Touch

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