

SETTLE IN SERVICE NEWSLETTER

February 2020 |



NEW CO-ORDINATOR: TROY SMITH

Most of you know who I am by now but those of you who don't, my name is Troy Smith and I'm the new Settle in Service Coordinator.

I joined the Voluntary Services team at the beginning of December 2019 and I'm currently on a secondment from my previous role as a Discharge Coordinator. This role gave me the responsibility of organising complex discharges and helping with the flow of patients from A&E right through to discharge.

I'm very pleased to have been given the opportunity to run this amazing service and I hope that my knowledge around discharge of patients will help the service progress.

I feel all volunteers, in whatever capacity, do an amazing job for their local community and without them the hospital simply would not run.

As you may already know my responsibility is to recruit and train volunteer plus promote, drive and on some occasions deliver the service.

I have already had the privilege of meeting some of you and I'm so impressed with the amazing people in our team. I do hope to meet the rest of you very soon and maybe complete a settle in with you as well.

Thank you all for the warm welcome I have received and I must say I feel I have "settled in" well to the role.



Troy Smith, Settle in Service Co-Ordinator

UPDATE ON SETTLE IN SERVICE

I'm currently working on promotion of the Settle in Service on the wards. In my previous role as a Discharge Co-Ordinator I felt the service wasn't being utilised to its full potential by some of the staff. I feel a lot of this was due to the wards not fully understanding the function of the service and how to contact us. To help combat this I've created a poster which will be displayed on each ward with my contact number. I've also sourced some pens with "settle in service" stamped on them. I'm hoping my good relationship with the discharge coordinators, Occupational Therapists and Hospital Operational Team will also help.

As well as promotion of the service, I've been working on further recruitment of volunteers. We currently have 13 volunteers and would like to aim for 25+. In December I contacted local parish councils asking them to display

some information about the Settle in Service. To date we have received interest from 17 people with 13 of them currently able to attend our awareness day on 05/03/2020. If you know of anyone who may be interested in joining, I would be more than happy to send information to them.

In January we received 22 referrals which was a rise from 15 in December and 13 in November. I'm hoping we can continue to increase these numbers going forward.

As you maybe already aware, Our patient base covers the whole of Norfolk and Waveny border. I apologise if its been a while since you received a referral. With the increase of referrals, I hope with the promotional work im carrying out will increase the referrals and the likelihood of receiving

NEW VOLUNTEER SERVICE: VOLUNTEER CAR DRIVER SERVICE

Monday the 17th of February saw the launch of our volunteer driver service. Jamie Goodman (Volunteer Car Driver Co-Ordinator) joined us 3 weeks ago and has been incredibly busy alongside Charlie trying to get things organised for today.

We had the privilege of hosting BBC radio Norfolk and the EDP to help spread coverage of the service. We believe that we are the first hospital in the UK to run a Volunteer Driver Service which has its own bespoke wheel chair accessible vehicles. We have plenty more photos on twitter if you follow @NNUH, @nnuhvolunteers and @NNUHcharity.

Jamie and I will be working closely together to enable us to provide patients with transport home, his volunteers, and a settle in by yourselves. Having a dedicated volunteer driver service will help us determine a better estimate of when the patient will arrive home. Avoiding the horrible wait some of you have occurred with Hospital Transport.



Volunteer Car Driving Service

FEEDBACK AND IMPROVEMENTS

As you are aware I'm very keen to help improve the service. You should have all received the new settle in forms in the post. I hope you find these more user friendly than the old form. If you have any issues with this form, don't hesitate to contact me so I can take your feedback on board.

I have been looking at the Trip Hazard Prompt form and have given it a spruce up. I will be sending this out to yourselves for feedback soon.

I've also been looking at ways I can help you more closely by setting up regular catch ups to review settle ins that you have done and discuss any concerns and feedback you may have. I know my predecessor had wanted to do a review every 6 months but this may not be as useful due to some volunteers not completing a settle in within that time frame. So instead I thought a good idea would be to have a catch up every 5 settle ins. We can see how this works. I'll be giving out some more information about this

shortly. Your feedback is always welcome.

Lastly, thank you for all your hard work in the last few weeks and I look forward to continuing to work with you 😊



Jamie, Volunteer Car Driver Coordinator



Voluntary Services

Norfolk and Norwich University Hospital, Colney Lane, Norwich, NR4 7UY

Phone - 01603 647837

E-mail address: volunteers@nnuh.nhs.uk