

The ROYAL MARSDEN
NHS Foundation Trust

FOUNDED IN 1851 BY
WILLIAM MARSDEN MD

Proudly supporting Veterans with Volunteers



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2023

Proudly supporting those who serve.

Our Journey

The Royal Marsden proudly became a Veteran Aware Trust in November 2021, becoming the 101st Trust to achieve this award on the 101st Anniversary of the Cenotaph.

Employment Recognition Scheme (ERS)

- Supporting the Armed Forces is a big part of our culture at The Royal Marsden. By signing the Armed Forces Covenant (AFC) we are a Forces friendly employer.
- We achieved our Bronze award in October 2021 and successfully moved on to achieve our Silver award in June 2022 and Gold in July 2023 becoming the 1st Cancer Specialist Trust.

Proudly supporting Veterans



Veteran Volunteer Champion Sharing Experiences

“I started volunteering at The Royal Marsden last year after meeting a volunteer on Kennaway Ward. I was truly inspired by the kindness that he showed me and others. I was treated at The Royal Marsden for two years, so I also wanted to give back to the hospital that saved my life.

“My background is in the armed forces and the police force, so when I was approached by the volunteer team to help pilot the new veteran role, I was more than happy to lend support. The initiative aims to support patients who have served in the armed forces, as well as their families.

“Veterans face a unique set of challenges. My background in the Royal Marines means I understand these difficulties first hand, which comes in handy when offering support and guidance.

“A volunteering memory that stands out was when I accompanied a veteran to his outpatient appointment. He was visibly shaking and extremely nervous as he was attending the appointment alone. We had already built a rapport based on our shared life experiences, which seemed to put him at ease. It was clear that it made a big difference to have a fellow veteran looking out for him while he was at the hospital.

It is important for me to give back to the armed forces community. Even if it is just having a chat with somebody or making them laugh, it can still help in a small way and make their experience that little bit easier.”



What have we achieved and learnt?

- The Armed Forces Community have a wealth of experience that the NHS can utilise that may not be as readily available from the non-serving public. We have learnt this by encouraging applications from the Armed Forces Community in our job adverts and job descriptions –Step into Health scheme.
- We have a Special Leave Policy in place supporting the Armed Forces Community at The Royal Marsden.
- We are advocating the benefits of supporting the Armed Forces Community by encouraging others to sign the Armed Forces Covenant and engage in the Employer Recognition Scheme.
- We have processes in place identify Patients who are part of the Armed Forces Community
- We have a strong Volunteer team with Veterans Aware Volunteers with a patient self-referral and staff referral pathway to the Volunteer service



What have we achieved and learnt?

Hold bi-monthly network meetings for Veterans Champions and Volunteers

Listen to our Armed Forces Community Patients and involve them in our offers

Continually reviewing and strengthening our processes which we have in place to reinforce the manifesto standards.

Patient Involvement services recruiting Veteran to join committee.

Trustwide Veteran Awareness Accreditation screensavers campaign during National Armed Forces Week and Remembrance Day each year



The ROYAL MARSDEN
NHS Foundation Trust

FOUNDED IN 1851 BY
WILLIAM MARSDEN MD

Thank you



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2023

Proudly supporting those who serve.