

VOLUNTEERING

FRIENDS OF MOORFIELDS



Friends of
Moorfields
Eye Hospital

MISSION:

“TO SEE PATIENTS SMILE”



Friends of
Moorfields
Eye Hospital

OUR VISION:

“THAT EVERYONE WHO COMES TO MOORFIELDS FOR WHATEVER REASON HAS THE BEST POSSIBLE EXPERIENCE”

What we do:

- Support around 200 volunteers to help patients and to work alongside the staff at Moorfields.
- Run the main hospital shop.
- Give grants within the hospital for specialist equipment and staff posts; the money comes from donations, sales, collections and legacy gifts.
- Sponsor art work and events, fish tanks and flower beds around the hospital.

Patient experience is at the heart of everything we do, and our team of staff and volunteers work tirelessly throughout Moorfields to support our medical and nursing colleagues, as well as the Trust’s management team in providing excellence in patient care.

“We are incredibly fortunate to have the support of the Friends. Their work allows us to continue to deliver world leading care as well as a personal and unique touch to the support we offer the patients we serve. I remain very grateful for their constant, and growing, support and their role as part of the wider Moorfields family”.

David Probert
Chief Executive,
Moorfields Eye Hospital



WE 
VOLUNTEERS

VOLUNTEERING
AT MOORFIELDS



Friends of Moorfields is a thriving and active, member-led charity which has been supporting patients and staff at Moorfields Eye Hospital for over 55 years.

Patient experience is at the heart of everything we do, and our team of staff and volunteers work tirelessly throughout Moorfields to support our medical and nursing colleagues, as well as the Trust's management team in providing excellence in patient care.

A team of over 200 volunteers play an essential role in the life of Moorfields and are very much appreciated by the staff and management.



Friends of
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PATIENT GUIDING

Providing assistance to patients in finding their way around the hospital; approaching patients who seem to be looking for directions and either providing verbal description or physically taking the patient where they need to go.

THERE ARE MANY WAYS TO HELP!

CLINIC SUPPORT

Meet and greet at the reception area, helping with queue management, assisting patients in finding their way around the clinic, and/or taking them for eye scans or photographs. Helping with completion of feedback cards (Friends and Family Test). Assisting patients to book further outpatient appointment at the reception desk

HEALTH HUB SUPPORT

Located at the main entrance of the Moorfields hospital at City Road, it holds an array of leaflets produced to provide information about various conditions.

INFORMATION DESKS & SELF CHECK IN SUPPORT

Meeting and greeting patients and visitors upon arrival at Moorfields. Encouraging patients to use the self check in kiosks and helping them to navigate the first screen. Providing verbal directions and assistance with way finding around the hospital. Providing information about the local area, transport options etc.

COLLECTING AT UNDERGROUND STATIONS & IN THE HOSPITAL

Help to raise funds which allow The Friends to support the work of the Moorfield Eye Hospital. Wearing an identifiable tabard, collect for a couple of hours at the assigned venues.

THE FRIENDS SHOP & TROLLEY SERVICE

Serving customers and assisting with pricing and stock management in the Friends Shop. Taking a trolley around the A&E Dep., wards and clinics to offer patients the chance to purchase snacks and cold drinks.



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UNIQUE OPPORTUNITY!

ARE YOU:

- Empathetic, kind and tactful;
- Calm under pressure;
- Understanding towards patients experiencing anxiety while undergoing procedure under local anaesthetic;
- Enjoy being in the Operating Theatre environment;
- Have few hours per week on regular basis and like connecting with new people?



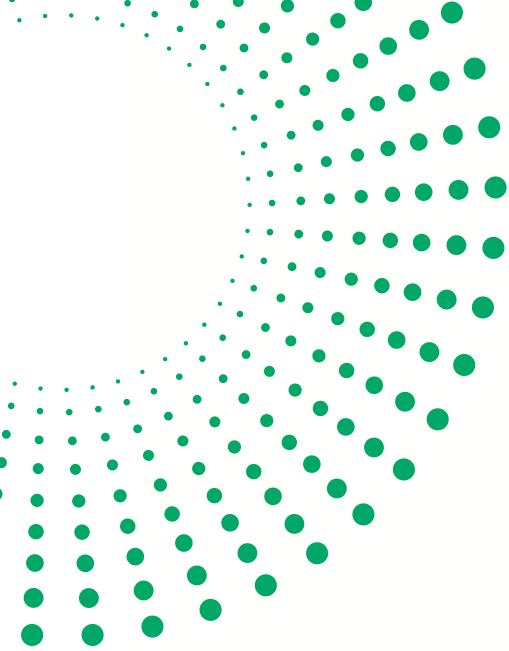
Friends of
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Eye Hospital

Or have you been through the experience of eye injection or corneal graft as a patient and would like to support others who are going through it for the first time?

If you would like to become a Hand-Holder or a Buddy to support Moorfields patients, enquire with Natalia at the Friends office on 02072511240 or email n.tomashpolskaya@nhs.net

PROJECT FUNDED BY

helpforce



VOLUNTEERING
AT MOORFIELDS
BEDFORD



Friends of
Moorfields
Eye Hospital

WE VOLUNTEERS

CAN YOU SPARE HALF A DAY PER WEEK?

We are looking for volunteers to help out at the Moorfields Eye Clinic in Bedford in both the North and the South Wing.

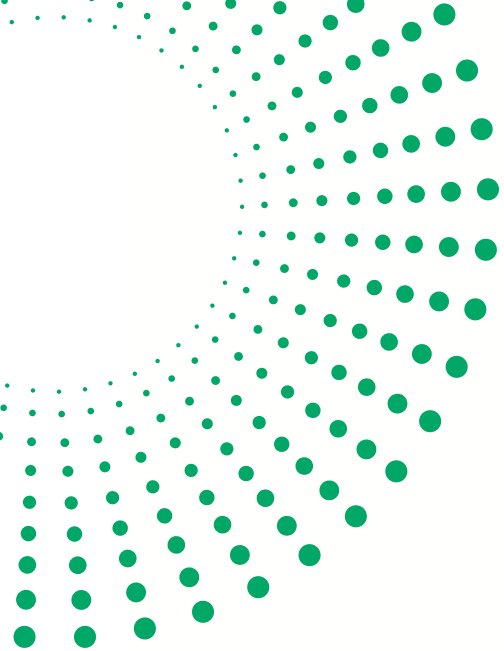
VOLUNTEERS WILL BE ASKED TO:

- Meet and greet patients.
- Guide patients around the hospital.
- Encourage patients to complete feed back cards.
- Talk to patients in the waiting area

For more information please call the Friends office on 0207 251 1240
Or email moorfields.friends@nhs.net



**Friends of
Moorfields
Eye Hospital**



VOLUNTEERING
AT MOORFIELDS
CROYDON



Friends of
Moorfields
Eye Hospital

WE VOLUNTEERS

CAN YOU SPARE HALF A DAY PER WEEK?

We are looking for volunteers to help out at the Moorfields Eye Clinic in Croydon.

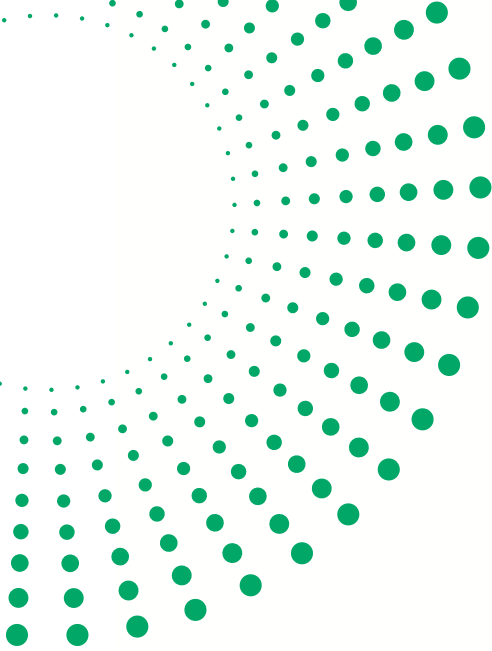
VOLUNTEERS WILL BE ASKED TO:

- Meet and greet patients.
- Guide patients around the hospital.
- Help patients use the self-check in kiosks.
- Encourage patients to complete feedback cards.
- Talk to patients in the waiting area.

For more information please call the
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**Friends of
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VOLUNTEERING
AT MOORFIELDS
EALING



Friends of
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WE VOLUNTEERS

CAN YOU SPARE HALF A DAY PER WEEK?

We are looking for volunteers to help out at the Moorfields Eye Clinic in Ealing.

VOLUNTEERS WILL BE ASKED TO:

- Meet and greet patients.
- Guide patients around the hospital.
- Help patients use the self-check in kiosks.
- Encourage patients to complete feedback cards.
- Talk to patients in the waiting area.

For more information please call the
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HOW TO BECOME A VOLUNTEER WITH FRIENDS OF MOORFIELDS

1.

Organise an appointment with one of our Volunteer Support Officers who will provide you with a short tour of the site, explain the volunteer role in more detail and answer any questions you may have.

2.

Complete and return the volunteer application form provided to you at your appointment.

3.

You will then receive a welcome email from HR with four forms you need to complete attached:

- Occupational health
- DBS (police check)
- Next of kin emergency contact details
- Equal opportunities

A link to the mandatory online training modules will also be attached to the email.

HR will arrange for all new volunteers to have an ID check for their DBS.

If you have an existing, valid DBS please make HR aware as this could be used.

4.

Once you have been cleared by HR one of the Volunteer Support Officers will call you to arrange your volunteer start date.