

Applying to join the volunteer team

The process to join our Volunteer Team is straightforward and we will walk through each step with you, offering training and support and helping you to settle in.

The flow chart below outlines the basic steps that the process will take:



More information can be found on our website or please contact:



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Ref: 301246. Updated: October 2021



Volunteering

Make a difference to others, help improve the patient experience and meet new friends

 @WiltsHC_NHS

 Wiltshire Health and Care

 www.wiltshirehealthandcare.nhs.uk

Working in partnership

Great Western Hospitals NHS Foundation Trust
Royal United Hospitals Bath NHS Foundation Trust
Salisbury NHS Foundation Trust

Thank you for your interest in being a Wiltshire Health and Care volunteer!

Volunteering is an important and valued part of our organisation. Our patients and carers tell us that volunteers make a big difference to them during their stay in hospital, giving them a much better experience.

Make a difference

Volunteers really can make a difference to the experience of our patients and visitors by helping in some of the following ways:

- Supporting patients with practical tasks for example by making mealtimes more sociable
- Helping maintain patient mobility
- Listening to experiences, helping people to speak up or by providing social interaction.
- Practical tasks such as gardening, flower arranging or playing music for the benefit of our patients, visitors and staff.

Rewarding

Our volunteers tell us they do it to make a difference, meet new people, give something back and enjoy feeling part of the NHS team.

Could you be a volunteer?

- You don't need any special skills or experience, but you will need to be over 16 to volunteer; there is no upper age limit.
- We ask all of our volunteers to be reliable, have the desire to help, and have a cheerful disposition.
- Share your skills and interests with our patients or have the ability to chat and listen to people.
- Try out a new career, gain experience or an insight.

Wiltshire Health and Care provides adult community based services, enabling people to live healthy independent lives.

The majority of Wiltshire Health and Care's services are deemed outstanding by the CQC, with an overall rating of good.

We know that we can improve the services we deliver and how we function as an organisation by listening to other people and learning from their knowledge and experience. We will continue to improve our community services by ensuring that the voice of our patients, carers and public are continuously heard across all areas of our operation; from the recruitment and training of staff, to being the motivating force of service design and evaluating the care we provide.

Our Values and Behaviours

Partnerships...

Building and strengthening partnerships: this not only applies to our partnerships with patients, colleagues, teams and services but also reflects upon the importance of strong partnerships with other providers and commissioners within Wiltshire and beyond. Through strong leadership, effective communication, listening to feedback and active involvement with all of our partners, we achieve the best possible outcomes for our people.

Quality...

Wiltshire Health and Care is committed to ensuring quality care for all. We adopt a patient-centred approach which ensures patients are empowered to lead their care and to live healthy and independent lives.

We have adopted a cycle of continuous learning, utilising and extending the skills of our people. We act with compassion to ensure best practice is normal practice.

Change...

The community around us is continually evolving and Wiltshire Health and Care demonstrates a proactive approach towards service development to ensure we are meeting the needs of our community. We lead the way, transforming the use of technology to support patient care and the collaboration of professionals. We are positive and innovative to ensure our services develop to meet the needs of the ever-changing population and their wellbeing.

Integrity ...

We are open and honest and treat all with respect. We always adhere to high professional standards and we actively seek the opinion of patients, carers and families to ensure we continue to show integrity in all that we do.