

Further Information

For further information contact:

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We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide.
If you would like to tell us about your experience:

- speak to a member of staff
- visit our website www.wihb.scot.nhs.uk/feedback or share your story at - www.careopinion.org.uk or 0800 122 31 35
- tel. 01851 708069 or 07814 071868 Monday-Friday between 9am-5.30pm.

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Disclaimer

No liability is accepted for misinterpretation. All information was correct at the time of publication.

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Bòrd SSN nan Eilean Siar
NHS Western Isles

Volunteering within NHS Western Isles



Patient Escort
Spiritual Care
Patient Experience
Feedback Volunteer
Bosom Buddies
Walk Leader

Befriender
Dietetics Volunteer
Health Promotion
Volunteer Committee Member
Infection Control



Break out from the ordinary and join NHS Western Isles as a volunteer.
There are lots of worthwhile and fulfilling roles and activities.
It could change your life and those around you.
It could be just what you've been waiting for...

Why do we involve volunteers?

We recognise that volunteers can bring experience, skills and enthusiasm to NHS Western Isles, and will enhance the services we provide.

Volunteers will never be used to replace paid workers, but can enable us to enhance existing services and provide new services.

Volunteering has itself been proven as having health benefits, and we are keen to encourage people to take up volunteering as a health promotion activity in itself.

NHS Western Isles welcomes volunteers to participate in various roles, whether it be for an hour or two every few months, or a regular weekly commitment, in order to help improve the health and well being of patients, carers and users of the NHS in Scotland (Chief Executive Letter (CEL 23) 2011).

What should I know about volunteering with the NHS before I apply?

- Volunteering with the NHS can be a great way for you to learn new skills, access free training, meet new people, improve your health, build confidence and develop your CV.
- If your chosen volunteering role involves working with patients, you will need to undergo a Protection of Vulnerable Groups (PVG) police check.
- All roles will involve you undertaking some training before you start. Topics covered might include health and safety, fire procedure, confidentiality, infection control and moving and handling for those assisting patients at services.
- You will be asked to sign a Confidentiality Agreement, and

Notes

Why can't I just turn up and start helping out straight away?

We know waiting to get started can be frustrating, along with the time of the initial application and induction process, but you should be reassured that these processes are important.

These processes are there not only to protect patients, but also to protect you.

Who should I contact if I want to know more before applying?

We have a Volunteer Services Coordinator that can help you with general enquiries, particularly if you are not sure about what volunteering role you'd like to apply for.

If you know what it is you want to do, it may be more appropriate for you to speak to the department lead for that role.

If you want to have a more general discussion about your options, including volunteering with other charities which work within the hospital, you can visit your local volunteer centre. They will have a list of all our volunteering opportunities and more.

complete a Volunteer Agreement and Equalities and Diversity Monitoring Form.

- We ask for a minimum volunteering commitment of three months. This is because of the costs incurred in training and screening volunteers.
- The recruitment process may take longer than you expect, so you won't start volunteering straight away.
- As a volunteer you will be covered by our insurance.
- We keep records of individuals who volunteer with us. This will contain contact details, and a description of the roles and tasks undertaken. The storage and use of this information will comply with Data Protection and GDPR.

Can anyone become a volunteer with NHS Western Isles?

We welcome volunteers of all backgrounds, cultures and abilities.

Not all roles are suited to everyone, but we will work with you to try and find you a volunteering role that meets your expectations and needs.

Can I volunteer if I have a disability?

Yes. When you apply, we ask you to tell us about your abilities and support needs. This is so we can make sure you receive the appropriate level of support and are matched to a role that suits you.

Will volunteering affect my benefits?

No, it shouldn't - provided you are claiming benefits in line with Government guidelines. You need to make sure the only money

you receive is to cover your volunteering expenses, such as travel from home to the volunteering location.

There are no limits on the amount of time you can volunteer for, as long as you continue to meet the conditions of the benefit or tax credit you are receiving.

However, we **strongly recommend** that you discuss your choice of voluntary work with your benefits adviser before you start, as we would never want your volunteering role to affect any benefits you may receive.

Will I be able to claim expenses?

Yes. Volunteers are able to claim reasonable out of pocket expenses incurred during their volunteering, such as travel. Volunteers are also entitled to the subsidised lunch in the hospital canteen on receipt of their Volunteer ID.

Do I need references?

We do ask for referees. However, we recognise that many people volunteer as a means of acquiring references, which we are happy to provide.

If you want to volunteer with us, but think providing references may be a problem, please speak to our Volunteer Services Manager.

What can I do as a volunteer?

We have a multitude of different ways you can get involved as a volunteer - and all of these roles are important to the work of NHS Western Isles.

The roles are as varied as befriending inpatients in the wards, to sitting on groups providing an important public and patient perspective as to how services should be delivered.

The Volunteer Services Manager or local Volunteer Centre can give you a full list of volunteering opportunities, but you can find a few examples on the front of this leaflet to whet your appetite.

How do I apply to become a volunteer?

In the first instance you should complete an application form.

If you don't have one, you can download one at: www.wihb.scot.nhs.uk/get-involved. You can also collect one from the Spiritual Care Department at Western Isles Hospital.

We understand that applying for and starting a new volunteer role can be the most daunting part of becoming a volunteer. Our staff will support you throughout the entire process, so please feel free to request help, if required at any point.

What will happen after I apply?

You will be asked to come in and meet with a member of staff to discuss your options.

Once you have chosen a role, we will check your references and request police checks, then you will be invited to undertake some training.

Your training will be tailored to the role you choose, and will include a general induction session and the issue of a volunteer handbook.

You will be given a named contact who will be there to answer any of your questions and support you throughout your volunteering.