



Phoebe

ORGANISATIONAL SUPPORT VOLUNTEER

*"Believe in yourself and the rest will come!
Smile, ask questions and get involved - you
will soon feel part of the team!"*

AGE:

20

TIME WITH LTHT:

1.5 Years

ROLE:

I have been supporting the Voluntary Services team directly doing a range of tasks. These tasks include supporting projects such as developing a new volunteer handbook, as well various other things such as producing written communications and social media content for the team.

FUTURE PLANS:

I have secured a placement year as a Volunteering and Students into School Intern at the University of Leeds. I have no doubt that the amazing opportunities given to me as a volunteer at LTHT helped me realise this is where my interest lie as well as helping me actually be successful in securing the role.

INTERESTED IN VOLUNTEERING?

leedsth-tr.volunteering@nhs.net
0113 2065888
www.leedsth.nhs.uk

WHY DID YOU WANT TO VOLUNTEER?

I have always had an interest in healthcare and when I was younger hoped to become a doctor. However, as time went on my career interests changed but my passion for healthcare has always remained. In January 2020 I was looking for something extra to do alongside my studies at the University of Leeds, in order to gain some new skills. I saw a vacancy advertised for a volunteer to support with administration and social media – it has perfectly complement my Business Management degree with healthcare interests, and so I applied and was successful!

WHAT DO YOU LIKE MOST ABOUT VOLUNTEERING?

I love seeing the difference my support has made to the wider community at the trust and the fact that I can use my own skills developed through my degree to do this! I also like engaging with such a great and supportive group of people within the Voluntary Services team - staff and volunteers alike.

WHAT DID YOU LEARN ABOUT YOURSELF WHILST VOLUNTEERING?

I have learnt that I am quite an adaptable person and that I enjoy a huge range of tasks. As well as this, volunteering has definitely confirmed my interest in both volunteering and healthcare, and therefore in future hope to pursue other opportunities or jobs in such areas!

WHAT DIFFERENCE DO YOU THINK VOLUNTEERS MAKE IN THE NHS?

I think volunteers are key for patients, staff and visitors, because they provide services which in many cases may not operate without them! They make a huge difference to patients in hospital who may otherwise be facing difficult times alone, whilst ensuring staff have the time to deliver their specialist services and support.



Aimee

COVID RESPONSE VOLUNTEER

"I think anyone can volunteer, no matter your age or ability, there is always a way you can help out and make a difference"

AGE:

18

TIME WITH LTHT:

6 Months

ROLE:

I collect papers and deliver them to wards so patients can read this during their stay, this is sometimes the highlight of their day. I also receive care packages from loved ones of those receiving care in the hospital and bring them up to the wards the patient is staying on.

FUTURE PLANS:

I am leaving volunteering as I am starting a new venture. I am starting a role at Leeds Teaching Hospitals Trust as an apprentice Clinical Support Worker.

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WHY DID YOU WANT TO VOLUNTEER?

I chose to volunteer at LTHT as I wanted to develop my skills to aid in my future healthcare career/opportunities and find out first hand what it is like to work in the hospital environment. I wanted to give back to LTHT who have helped me and my family.

WHAT DO YOU LIKE MOST ABOUT VOLUNTEERING?

One thing I like most about volunteering is knowing I have made a difference even if it is just small and meeting new people as I love getting to know a little bit more about them.

WHAT WAS IT LIKE BECOMING A VOLUNTEER?

I was so excited to get started volunteering, try something new and I knew it would be extremely rewarding. The roles matched my expectations as I am helping healthcare professionals, patients, and relatives of those in hospital and getting great satisfaction from it.

WHAT DID YOU LEARN ABOUT YOURSELF WHILST VOLUNTEERING?

I have definitely learnt that I have the ability to work as part of a team and independently and have more confidence than I thought. It may be daunting at first trying something new, but volunteering is the best thing I could have done as I walk away knowing I have made a difference.

WHAT DIFFERENCE DO YOU THINK VOLUNTEERS MAKE IN THE NHS?

I think volunteers make a huge difference as they improve patients experience through delivering papers and packages from loved ones and help staff as they complete the small tasks which they do not have the time to carry out, minimising some pressure.



Saniha

EMERGENCY DEPARTMENT VOLUNTEER

"Volunteering is possible for anyone. You learn stuff that you wouldn't learn from other situations, you learn so much about yourself and you get to give back"

AGE:

22

TIME WITH LTHT:

4 Years

ROLE:

I volunteered in A&E. I did three hours of volunteering every week, I was the communication point between staff and patients; providing updates, explaining what was happening, checking to see if patients needed food or refreshments. It's the little things that don't seem like much but do make a difference for the staff especially on a busy day, like preparing the cubicle for the next patient - it is one less thing for the staff to do and they really appreciate it.

FUTURE PLANS:

I am still volunteering and hope to continue studying and pursue a career in healthcare

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WHY DID YOU WANT TO VOLUNTEER?

During my gap I went looking for an opportunity to volunteer. I had never volunteered before so I researched as much as I could to find out what it would be like.

I also wanted to do something productive during my gap year alongside my A Levels. I had my heart set on doing medicine as a career, and so I continued to look until I found something.

WHAT DO YOU LIKE MOST ABOUT VOLUNTEERING?

What I loved was the amount of different situations you come across, it is different every shift. And then there are all the people that you meet, because everyone from different walks of life comes into A&E - it was exciting just to see how it all worked. I really loved it.

WHAT DID YOU LEARN ABOUT YOURSELF WHILST VOLUNTEERING?

Everyone, my family and friends would describe me as shy. So when I started volunteering I was the same, but I definitely became more confident and learnt to talk to people. I had training specifically about how to speak to people especially what to do if people are upset and distressed, which was so important.

You've been in school all your life but through volunteering you meet the real world, you cannot slack you have to be serious. I loved the experience that I had, and the staff that I got to know, so I still go back and volunteer whenever I can.

WHAT DIFFERENCE DO YOU THINK VOLUNTEERS MAKE IN THE NHS?

People appreciate that you are doing something out of your own time, you're not being paid, you're there because you want to help.