

Volunteer Newsletter – Winter 2010

“Here for life”

It has been a really busy few months at the hospice. The building construction has gathered apace and a phoenix is starting to emerge from the ashes. As with many builds there have been a few setbacks along the way but it is hoped that soon our newly refurbished kitchen will be back in situ imminently, our new bright reception will be on board in January and by the end of February the new build will be totally complete. We would like to thank all of you for your patience re parking etc during this time.

Whilst we have been under scaffolding there have been lots of exciting initiatives happening at the hospice.

There was great and well deserved news when Sarah Brocklebank was named Chief Executive of the Year with the Wessex Awards. Not standing on her laurels Sarah took time to invite you all the enlightening discussions at the staff and volunteer briefing sessions linked to how we all take a role and have a part to play in income generation for the hospice.

Three questions were posed for the breakout groups:

1. What helps you to have these kind of conversations / take the opportunities in your daily activities (leaflets, displays, knowledge, awareness of who to pass things onto, confidence, what else?)
2. What would help you even more?
3. What's the one thing you would like to take away from today to do / keep doing in your own job?

The many and varied answers are highlighted in Appendix 1 sent out with this newsletter. Please do take the time to read through the many and varied comments. You will see that there are so many things that that we are already doing, aspire to do and some many new ways that were thought of in taking the conversation forward. It would be wonderful if each one of us took the time to pat ourselves on the back for the good work we are already doing

and took time to think of one new way in which we might help to support the hospice through our interactions with the public. The fundraising team and all the other teams in the hospice will be looking at this information and considering the many answers to the second question in particular on introducing ways to help you even more and explain what strategies are already in place. Thank you so much for all who contributed.

Are you looking for a new role for a new year?

Although we have many volunteers supporting us, and several new volunteers applying we continue to look particularly for volunteers in the following teams:

Ambassadors to take on meeting new groups and talk about the hospice

Raffle Volunteers

Minibus drivers for our patients and for the Furniture shop

Shop volunteers for ALL our shops

If you know of anyone that might be interested in any of the above, please ask him or her to get in touch with us for more details.

In addition we are particularly looking for volunteers who will represent their group of volunteers on the volunteer representative forum. We meet quarterly and it is a really good opportunity to find out about volunteering across the hospice and an opportunity to express your views with a small pro-active group. Importantly you will act as a buddy /mentor to new volunteers in your department offering them a friendly welcoming face when they are new and a person to listen to them should they have any concerns during their time with us. We are particularly in need of volunteers from the gardens, the shops and ward clerks

We are looking again to arrange a trip to Hampton Court next year for the Annual Flower RHS Show. If you would be interested [please could you drop me an email to christine.chapman@pth.org.uk or phone on 01252 729431 so we can gauge numbers. Approximate cost would be £40 including coach and entrance ticket

We have negotiated an exclusive deal with **tastecard**, the nation's largest dining club. A **tastecard** gives you access to the most incredible deals at over **3,500 restaurants nationwide**. Participating restaurants range from **PizzaExpress, GBK, STRADA and La Tasca to Marco Pierre White, and more!**

Each restaurant featured offers either **50% off the total food bill or 2-for-1 across all courses** (even for groups of more than two diners in most cases).

You can purchase a full year's membership at an exclusive Phyllis Tuckwell Hospice rate of £29.95 (RRP £69.95).

This offer is only available until 1st December 2010.

If you decide to join, a deduction of £29.95 will be taken from your next salary after deductions of NI and tax.

There are no catches; it is just a great deal, and an opportunity for all 'foodies' to save a small fortune on eating out over the next 12 months.

Please click the below link to find out more, and to opt in...Bon appetite!

(Press ctrl while you hover over the link then left click)

www.tastecard.co.uk/corporate/pth

Any questions please don't hesitate to ask **Jaci Curtis-Donnelly**.

Once again thanks come in from across the hospice:

"A big thank you to all the Complementary Therapy and Beauty volunteers who work so hard and give their time so graciously. You really make a difference to our patients' quality of life. Wishing you all a Very Happy Christmas and Peaceful and Joyful New Year. Bridget Purser"

Volunteer Patient Transport

I thought that colleagues would be interested to hear about the excellent effort that our volunteer drivers do for the Hospice throughout the year. I have just completed the annual transport statistics. For the year ending 30 September 2010, 2601 patient movements were made by our volunteer drivers, of which 75% were for Day Hospice patients and 25% for out-patient appointments and regular group meetings such as the Art Group, Reminiscence and Share and Care. This is a 22% increase in demand over the last 2 years. There are many patients, who are grateful to the 45 to 50 drivers and escorts that we use each month.

Seeing the increase in demand that we are having, I am still in need of drivers for transporting patients in wheelchairs in the Hospice's minibus and Renault Kangoos. If you are interested, or know of anyone who may be interested, please contact me on 01252 729400 or ian.milton@pth.org.uk.

A big thank you to all our drivers and escorts. Ian Milton

Dear Christine,

Just to say thank you in nominating me and a few other volunteers to go to the Mayor's Garden Party, on Thursday 8th July. The day proved to be very enjoyable plus meeting the Mayor and many other volunteers, we were spoilt and a fuss was made of us.

Thank you once again

Forthcoming meetings/Christmas celebrations

Fish and Chip supper	02.12.10	Day Hospice	7.30pm – All day Hospice volunteers and Drivers
Ward Clerk away evening	21.11.10	Café Piccolo	7.30pm – all ward clerks and receptionists
Volunteer representative meeting	28.2.11	Barnard Room	6pm – Invited delegates only
Hospice Induction day	09.02.11	Barnard Room	9.30am (invited delegates only)
Moving and handling	17.1.11 10.2.11	Day Hospice	9.30-12.30 Day Hospice volunteers/drivers/escorts

FUNDRAISING UPDATE

New Head of Fundraising

We now have a new Head of Fundraising at the Hospice - Chris Beynon. Chris has a wealth of fundraising experience and has recently joined us from Catch 22, a charity which offers support to young people who find themselves in difficult situations. Please do pop up to Fundraising and say hello!

Hello and Goodbye

We are delighted to welcome our new Head of Retail, Peter Foxtan, to the Hospice. Peter has a strong charity retail background, having worked for Age UK and PDSA, and will be working alongside Tim Osborn for a couple of months until he retires at the end of the year. Tim, who has led the retail operation at the Hospice for 12 years, is looking forward to enjoying his free time doing nothing, watching the world go by with his feet up in sunny Spain.

Strictly Ice Dancing

Thanks to our Charity of the Year partnership with Guildford Spectrum this year, we were thrilled to be able to put on a one off special Strictly Ice Dancing Show in July. It was brilliant to be able to welcome ITVs Dancing On Ice judge, Nicky Slater, as our compere for the evening and also have the 2008 winner and former England rugby player Kyran Bracken, perform with Olympic Champion Elena Berezhnaya. We were also grateful to Olympic skater Steven Cousins for performing and offering a one to one lesson with him as an auction prize.



It was a great night – and a rare opportunity to see both local, amateur and professional skaters dance together. The night raised just under £10,000 for the Hospice which was brilliant.

Beat the Best....

You may be aware that to mark World Hospice Day we teamed up with the British Military to hold our first Beat the Best event. Beat the Best was an army obstacle challenge held on army land in Aldershot. We were very grateful to ATP Pirbright for their help with this event.



We appealed for teams of 6 to register to try and beat the best time set by Pirbright's Personal Training Instructors (PTI's). We were really pleased to see 240 people register and take up the challenge – which involved logs, nets, barrels, tyres and of course lots of mud and deep puddles!! We were also pleased to welcome Gerald Howarth MP for attending and setting off some of the teams.



Our car raffle....proving very popular

As mentioned in the last issue – we were very grateful to receive donated funds to buy a brand new Toyota Yaris to be the main prize in this year's raffle. You may well have seen it out and about branded up with the Hospice logo and website!

The raffle has raised over £28,000 since its launch in July which is brilliant. We would love



this to rise even further, but this will only happen if we are able to secure more sites to sell tickets.

If you know of any events local to you that you think we could take the raffle car to and sell tickets, please let Chloe in Fundraising know. Tickets are only £1 each and can be bought individually or in books of five. There are two cash amounts for the second and third prizes (£500 and £250).

A big thank you to everyone who has helped out at our events in 2010 – we really couldn't continue to offer such wonderful events without the support of our loyal volunteers!

UPCOMING CHRISTMAS EVENTS.....



This year Light Up A Life will be taking place from 6.30pm on Monday 6 December 2010, outside the Hospice. Due to the building works at the Hospice we are going to have a forest of smaller trees as opposed to just one. We hope that this will make the evening feel just as special as previous years as all of the lights twinkle away under the wintery sky.

If you would like any further information on Light Up A Life please visit our website at www.pth.org.uk/LUAL or call fundraising on 01252 729446.

Events diary

We hope you can join us at the events below and can help make others aware too! Full details of all events are online at www.pth.org.uk and on the events list circulated alongside this newsletter. Please call us on 01252 729446 for more information on our events.

Wine@nine

Throughout the Festive Season

Why not invite your friends round for a festive drinks party to raise money for the Hospice?

Please contact us to request a special wine@nine event pack with full information and resources.

Hospice Christmas Fayre

Farnham United Reformed Church (GU9 7QU)

Saturday 27 November 2010

11am - 4pm

(Please note this new date and location as due to the building work at the Hospice we had to move the fayre.)

Christmas Shopping Evening

Macdonald Frimley Hall Hotel & Spa, Camberley (GU15 2BG)

Wednesday 1 December 2010

6pm – 8pm

£2.50 entry (includes a goody bag with spa pass)

Carols by Candlelight featuring Hart Voices

Christ Church, Church Crookham (GU52 6LH)

Saturday 4 December 2010

7:30pm – Tickets are £8 (includes a glass of wine & mince pie)

Santa Fun Run: Aldershot

Queens Avenue Playing Fields, Aldershot

Sunday 5 December 2010

11am

Adults: £12 Children (under 14) £5

(includes Santa suit for adults and flashing Santa hats for children.)

Light Up A Life

Phyllis Tuckwell Hospice

Monday 6 December 2010

6:30pm (wrap up warm and bring a torch)

Join us for a special service of remembrance as we light up the Hospice's Christmas trees with the lights you have dedicated in memory of your loved ones.

Free admission – everyone welcome.

Santa Fun Run: Guildford

Stoke Park

Sunday 5 December 2010

12 noon

Adults: £12 Children (under 14) £5

(includes Santa suit for adults and flashing Santa hats for children.)

For further details on all events please call 01252 729446 or visit www.pth.org.uk

Flag days

Flag days are incredibly important dates in the Hospice calendar; we are only allowed to collect for one day every year in each town so it is vital that we make the most of it. Flag days also give us a special opportunity to raise our profile within the community. If you are able to help us with any of the following dates please let us know. We would love to hear from you:



Farnham Town Centre
Guildford Town Centre
Godalming Town Centre

Saturday 11 December 2010
Wednesday 22 December 2010
Thursday 23 December 2010

**HAVE A WONDERFUL
CHRISTMAS AND A HAPPY NEW YEAR**



Christine and Hazel

