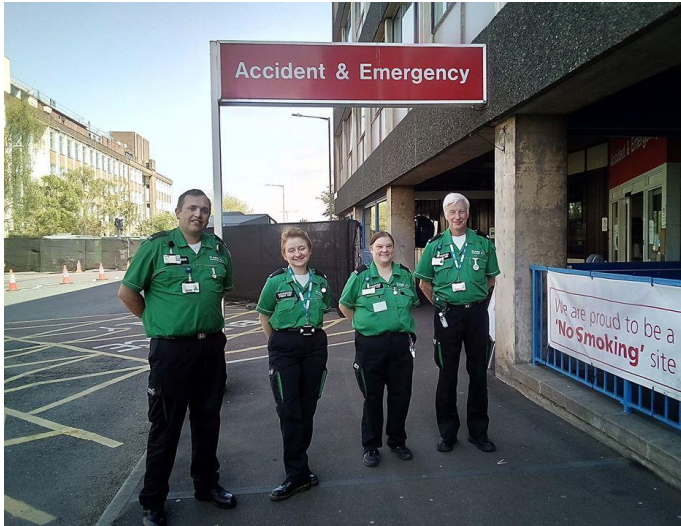


# **CASE STUDY**

## **CAMBRIDGE UNIVERSITY HOSPITALS NHS FOUNDATION TRUST**

### **Overview**



Dozens of volunteers from St John Ambulance in the East of England returned to support **Addenbrookes Hospital in Cambridge** following the highly successful 2019/20 winter pressures initiative. The scheme has seen volunteers working within the Emergency Department and Urgent Treatment Centre.

The volunteers drawn from across the region have assisted in a wide range of duties to support clinical staff and patients to receive safe, kind and excellent care.

Tasks have ranged from transferring patients to other part of the hospital for diagnostics or admission, answering telephones and call bells, providing patients with food and drink, cleaning and preparing equipment

and patient trolleys, befriending patients, acting as runners, acting as personal protective equipment champions by ensuring that clinical staff have the correct PPE available in the different zones and undertaking CPR as part of the response to prolonged cardiac arrests in ED.

The volunteers COVID initiative was activated within a matter of days following the hospitals request thanks to the previous winter pressures initiative and ongoing agreement between the hospital and St John Ambulance. The hospital is meeting the expenses incurred by the volunteers and have developed a bespoke induction package to support the scheme.

### **What have people said?**

'you have been and are a great support' – Sue, Paediatric Sister

'your help is much appreciated' – Martha, Senior Sister

'such a helpful group of amazing volunteers' – Andy, Staff Nurse

'they have been really enthusiastic and always happy to help with whatever we will let them do. Really supportive on a busy shift' – Terri, Staff Nurse

'brilliant, Thanks SJA' – Ali, Consultant

The initiative has been supported by all levels within the hospital management structure. Knowing the thoroughness of background and fitness for role checks undertaken by SJA we were able to treat the volunteers as trusted partners in the same way we would as other NHS staff coming to work in the hospital.



**David Monk,**  
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**Urgent and Emergency Care Operational Lead – Cambridge University Hospitals**