

23 September 2011

## Press Release

### HOSPITAL VOLUNTEERS BEGIN NEW 'MEET AND GREET' ROLE

Recently recruited and trained volunteers at Bath's Royal National Hospital for Rheumatic Diseases NHS Foundation Trust, locally known as 'the Min' will begin a new 'meet and greet' role at the hospital this month.

Seven people responded to a request for more volunteers and have now been trained in the role. Their training included a general induction as well as infection control training.

The role will involve:

- welcoming patients and their carers and relatives as they enter the hospital, as well as visitors
- directing people or offering to accompany them to ensure that they get to the right place in the hospital
- inviting patients, carers and relatives to provide feedback about the services they have received at the hospital
- providing assistance to patients waiting for transport.

Commenting, chief executive Kirsty Matthews said: "We are delighted that new volunteers have joined us and it will be exciting to see them take up the new 'meet and greet' role later this month. Volunteer activities are in addition to that of our regular staff and not a substitute. They can help free up our staff to concentrate on the tasks they have been trained for and enable the community to be involved in the hospital."

The hospital is always on the look out for volunteers. Anyone interested in joining the team should contact Laura Davies, patient experience and membership manager, at the hospital on 01225 473424.

ENDS

Press contact: Emma Mooney, Marketing & Communications Manager RNHRD  
01225 465941 ext 439 [emma.mooney@rnhrd.nhs.uk](mailto:emma.mooney@rnhrd.nhs.uk)

#### Notes for Editors:

- An information pack is provided and potential volunteers are asked to fill in an application form before attending an informal meeting to discuss their interests and the roles that are available. There is a recruitment process which includes CRB, references and health checks. Volunteers also receive appropriate induction and training opportunities
- The RNHRD NHS FT is a national specialist rehabilitation and rheumatology hospital based in Bath. Offering services to adults, children and young people the Trust has expertise in general and complex:
  - Rheumatological and musculoskeletal conditions
  - Neurological rehabilitation
  - Chronic pain management
  - Chronic Fatigue Syndrome/ME
  - [www.rnhrd.nhs.uk](http://www.rnhrd.nhs.uk)