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Media Release

RUH's colourful volunteers work through the pandemic

Volunteers working for the League of Friends of the RUH – a charity that raises money for the hospital to benefit patients and visitors – who have been supporting the hospital throughout the COVID-19 pandemic now have an eye-catching new uniform to wear while they help out at the Trust.

Since the start of the pandemic, Friends of the RUH volunteers have given up more than 7,000 hours of their time and the charity has also been able to recruit an incredible 122 additional volunteers.

The Friends have now introduced a new fuchsia-coloured polo shirt, which will make the volunteers easier to identify to people on site – both patients and staff.

Samantha Nolan, Volunteer Services Manager, said: “The new shirt really makes our volunteers stand out, and helps our staff and patients to identify them.

“During the pandemic we have introduced new roles like ward support, housekeeping and estates volunteers. There are also welcome volunteers in oncology and we have been helping the reception team to show patients around the hospital as well as assisting patients with mobility problems.

“It’s been a challenging time but it has also been a time to embrace new ways of working and to show how resilient and committed we all are as an organisation and as always we are amazed at the dedication of our volunteers.”

During the pandemic, the Friends of the RUH implemented a new volunteer management system which has meant they can now recruit and deploy new volunteers more quickly.

All volunteers have had to adapt to new ways of working, socially distancing at all times and following the hands, face, space guidance.

Bernard Rymer, Chair of the Friends, said: “The charity’s role at the RUH is to help and support patients, which we do in a variety of ways. We have a group of volunteers who welcome patients as they arrive at the main entrance and we direct or take them to their respective clinics or wards.

“We have another group that supports the work of the nursing staff on the wards and also have volunteers working in our convenience shop and Coffee House and many other places.

“The trustees wanted the Friends of the RUH volunteers to be recognised and easily identified by those in need. The fuchsia colour polo shirts were selected as they didn’t clash with colours used by RUH staff.

“The shirts also sport the new Friends of the RUH logo, which we have updated to give a more contemporary feel. This updated logo, along with the new Friends ‘uniform’, reflects the work we are doing on site to refurbish our Atrium shop with a fresher, more modern look.”

To find out more about the work of the Friends of the RUH and volunteering opportunities, go to www.friendsoftheruh.org.uk

Ends

Notes to Editor:

The Royal United Hospitals Bath NHS Foundation Trust provides acute treatment and care for a catchment population of around 500,000 people in Bath, and the surrounding towns and villages in North East Somerset and Western Wiltshire. The hospital provides healthcare to the population served by four Clinical Commissioning Groups: Bath & North East Somerset CCG, Wiltshire CCG, Somerset CCG and South Gloucestershire CCG.

The Trust provides 759 beds and a comprehensive range of acute services including medicine and surgery, services for women and children, accident and emergency services, and diagnostic and clinical support services.

In 2015 The Royal United Hospitals NHS Foundation Trust acquired the Royal National Hospital for Rheumatic Diseases (RNHRD) NHS Foundation Trust. The RNHRD treats patients from across the country offering services in rheumatology, chronic pain and chronic fatigue syndrome/ME, cancer related fatigue and fatigue linked to other long term conditions such as multiple sclerosis.

The RUH is changing - we have an exciting programme of redevelopment underway transforming our site and further improving the services we provide. The Trust has opened the purpose-built RNHRD and Brownsword Therapies Centre and is now working towards the new Dyson Cancer Centre. For more details visit: www.ruh.nhs.uk/about/fit_for_the_future

For more information about the Royal United Hospitals Bath NHS Foundation Trust visit: www.ruh.nhs.uk

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