



# Lisa Downes

## Receptionist & Way finder

"I wanted to volunteer at MKUH to give help the Community and for the social aspect. It gives work experience to stay connected with the working community."

My future plans are to continue with my volunteering and give back what I can to the community."

### Where do you Volunteer?

I volunteer as a receptionist on the main entrance and as a wayfinder.

### How long have you volunteered?

I have volunteered for five years.

### What difference do you think volunteers make?

Volunteers are a vital part of the NHS as they support the staff who work at Milton Keynes Hospital.

Volunteers really do make a positive difference to the NHS.

### My Experience

#### What do you like most about volunteering?

Seeing the people I work with and helping where I can. Volunteering gives me satisfaction and a feeling I belong to something worthy.

#### Why would you recommend being a volunteer?

I recommend volunteering to make new friends and gain new experiences!

#### What have you learnt about yourself whilst volunteering?

I have learnt that I am resourceful and can manage most situations, which has helped me with my confidence.